BASIC USER'S GUIDE

MFC-9970CDW



Version B

USA/CAN

If you need to call Customer Service

Please complete the following information for future reference:

Model Number: MFC-9970CDW

Serial Number: [1] _____

Date of Purchase: _____

Place of Purchase: _____

[1] The serial number is on the back of the unit. Retain this User's Guide with your sales receipt as a permanent record of your purchase, in the event of theft, fire or warranty service.

Register your product on-line at

http://www.brother.com/registration/

By registering your product with Brother, you will be recorded as the original owner of the product. Your registration with Brother:

- may serve as confirmation of the purchase date of your product should you lose your receipt;
- may support an insurance claim by you in the event of product loss covered by insurance; and,
- will help us notify you of enhancements to your product and special offers.

The most convenient and efficient way to register your new product is online at http://www.brother.com/registration/.

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Brother numbers

IMPORTANT

For technical help, you must call the country where you bought the machine. Calls must be made ***from within*** that country.

Register your product

By registering your product with Brother International Corporation, you will be recorded as the original owner of the product. Your registration with Brother:

- may serve as confirmation of the purchase date of your product should you lose your receipt;
- may support an insurance claim by you in the event of product loss covered by insurance; and,
- will help us notify you of enhancements to your product and special offers.

Please complete and fax the Brother Warranty Registration and Test Sheet or, for your convenience and most efficient way to register your new product, register on-line at

http://www.brother.com/registration/

FAQs (frequently asked questions)

The Brother Solutions Center is our one-stop resource for all your Fax Machine/Multi-Function Center needs. You can download the latest software and utilities and read FAQs and troubleshooting tips to learn how to get the most from your Brother product.

http://solutions.brother.com/

Note

You can check here for Brother driver updates.

To keep your machine's performance up to date, check here for the latest firmware upgrade.

For Customer Service

In USA:	1-877-BROTHER (1-877-276-8437)
	1-901-379-1215 (fax)
In Canada:	1-877-BROTHER
	(514) 685-4898 (fax)

Service Center Locator (USA only)

For the location of a Brother authorized service center, call 1-877-BROTHER (1-877-276-8437) or visit us on-line at http://www.brother-usa.com/service/.

Service Center Locations (Canada only)

For the location of a Brother authorized service center, call 1-877-BROTHER.

Ordering accessories and supplies

For best quality results use only genuine Brother accessories, which are available at most Brother retailers. If you cannot find the accessory you need and you have a Visa, MasterCard, Discover, or American Express credit card, you can order accessories directly from Brother. (You can visit us online for a complete selection of the Brother accessories and supplies that are available for purchase.)

Note

In Canada, only Visa and MasterCard are accepted.

In USA: 1-877-552-MALL (1-877-552-6255)

1-800-947-1445 (fax)

http://www.brothermall.com/

In Canada: 1-877-BROTHER

http://www.brother.ca/

Description	Item
Toner Cartridge <Black>	TN-310BK (Approx. 2,500 pages) [1 2 3] TN-315BK (Approx. 6,000 pages) [1 2 4]
Toner Cartridge <Cyan>	TN-310C (Approx. 1,500 pages) [1 2 3] TN-315C (Approx. 3,500 pages) [1 2 4]
Toner Cartridge <Magenta>	TN-310M (Approx. 1,500 pages) [1 2 3] TN-315M (Approx. 3,500 pages) [1 2 4]
Toner Cartridge <Yellow>	TN-310Y (Approx. 1,500 pages) [1 2 3] TN-315Y (Approx. 3,500 pages) [1 2 4]
Drum Unit	DR-310CL (Approx. 25,000 pages) [5 6]
Waste Toner Box	WT-300CL (Approx. 50,000 pages) [1]

Description	Item
Belt Unit	BU-300CL (Approx. 50,000 pages) [1]
Telephone Line Cord	LG3077001
Paper Tray #2 (Option)	LT-300CL
Basic User's Guide	LX4383001 (English for USA and Canada)
	LX4383002 (French for Canada)
Quick Setup Guide	LX4864001 (English for USA and Canada)
	LX4385002 (French for Canada)

1 Letter or A4 size single-sided pages.

2 Approx. cartridge yield is declared in accordance with ISO/IEC 19798.

3 Standard toner cartridge

4 High capacity toner cartridge

5 1 page per job.

6 Drum life is approximate and may vary by type of use.

Notice - Disclaimer of Warranties (USA and Canada)

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Compilation and Publication Notice

Under the supervision of Brother Industries Ltd., this manual has been compiled and published, covering the latest product descriptions and specifications.

The contents of this manual and the specifications of this product are subject to change without notice.

Brother reserves the right to make changes without notice in the specifications and materials contained herein and shall not be responsible for any damages (including consequential) caused by reliance on the materials presented, including but not limited to typographical and other errors relating to the publication.

Brother™ Color Laser One-Year On-Site Limited Warranty (USA only)

Who is covered:

- This limited warranty ("warranty") is given only to the original end-user/retail purchaser (referred to in this warranty as "Original Purchaser") of the accompanying product, consumables and accessories (collectively referred to in this warranty as "this Product").
- If you purchased a product from someone other than an authorized Brother reseller in the United States or if the product was used (including but not limited to floor models or refurbished product by someone other than Brother), prior to your purchase you are not the Original Purchaser and the product that you purchased is not covered by this warranty.

What is covered:

- This Product includes a Machine and Consumable and Accessory Items. Consumable and Accessory Items include but are not limited to Toner Cartridges, Drum Units, Belt Unit, and Waste Toner Box.
- Except as otherwise provided herein, Brother warrants that the Machine and the accompanying Consumable and Accessory Items will be free from defects in materials and workmanship, when used under normal conditions.
- This warranty applies only to products purchased and used in the United States. For products purchased in, but used outside, the United States, this warranty covers only warranty service within the United States (and does not include shipping outside the United States).

What is the length of the Warranty Periods:

- Machines: one year from the original purchase date.
- Accompanying Consumable and Accessory Items: 90 days from the original purchase date or the rated life of consumable, whichever comes first.

What is NOT covered:

This warranty does not cover:

1 Physical damage to this Product;
2 Damage caused by improper installation, improper or abnormal use, misuse, neglect or accident (including but not limited to transporting this Product without the proper preparation and/or packaging);
3 Damage caused by another device or software used with this Product (including but not limited to damage resulting from use of non Brother™-brand parts and Consumable and Accessory Items);
4 Consumable and Accessory Items that expired in accordance with a rated life;
5 Problems arising from other than defects in materials or workmanship; and,
6 Normal Periodic Maintenance Items, such as Paper Feeding Kit, Fuser and Laser Units.

This limited warranty is VOID if this Product has been altered or modified in any way (including but not limited to attempted warranty repair without authorization from Brother and/or alteration/removal of the serial number).

What to do if you think your Product is eligible for warranty service:

Report your issue to our Customer Service Hotline at 1-877-BROTHER (1-877-276-8437) or to a Brother Authorized Service Center **within the applicable warranty period**. Supply Brother or the Brother Authorized Service Center with a copy of your dated bill of sale showing that this Product was purchased within the U.S. For the name of local Brother Authorized Service Center(s), call 1-877-BROTHER (1-877-276-8437) or visit www.brother-usa.com.

What Brother will ask you to do:

After contacting Brother or a Brother Authorized Service Center, you may be required to provide information pertaining to the defect or malfunction of this Product.

Brother™ Color Laser One-Year On-Site Limited Warranty (USA only)

What Brother will do:

If the problem reported concerning your Machine and/or accompanying Consumable and Accessory Items is covered by this warranty and if you first reported the problem to Brother or an Authorized Service Center within the applicable warranty period, Brother or its Authorized Service Center will evaluate your report of a possible defect to determine whether a defect exists, and if it does exist, Brother or an Authorized Service Center will provide "On-site Warranty Service" during "Normal Working Hours" and will repair the Machine and/or accompanying Consumable and Accessory Items at no charge to you for parts or labor. "On-site Warranty Service" shall consist of the remedial service, as necessitated by normal usage, to restore this product to good operating condition at your location and does not guarantee uninterrupted operation of this Product. "Normal Working Hours" shall mean 9:00am to 5:00pm (local time), Monday through Friday, excluding legal and local holidays observed by Brother or the Authorized Service Center.

If the Machine and/or accompanying Consumable and Accessory Items are not covered by this warranty, you will be charged for any service and/or replacement parts/products at Brother's or the Authorized Service Center's then current published rates.

The foregoing are your sole (i.e., only) and exclusive remedies under this warranty.

What you must provide:

Reasonable cooperation with the Brother Representative in troubleshooting as they diagnose the problem, provide access to this Product at reasonable times and provide adequate working space including heat, light, ventilation, electric current and outlets for the use of the Brother representative.

Limitations:

Brother is not responsible for damage to or loss of any equipment, media, programs or data related to the use of this Product.

Except for the repair as described above, Brother shall not be liable for any direct, indirect, incidental or consequential damages or specific relief. Because some states do not allow the exclusion or limitation of consequential or incidental damages, the above limitation may not apply to you.

THIS WARRANTY IS GIVEN IN LIEU OF ALL OTHER WARRANTIES, WRITTEN OR ORAL, WHETHER EXPRESSED BY AFFIRMATION, PROMISE, DESCRIPTION, DRAWING, MODEL OR SAMPLE. ANY AND ALL WARRANTIES OTHER THAN THIS ONE, WHETHER EXPRESS OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY DISCLAIMED.

- This Limited Warranty is the only warranty that Brother is giving for this Product. It is the *final expression and the exclusive and only statement* of Brother's obligations to you. It replaces all other agreements and understandings that you may have with Brother or its representatives.
- This warranty gives you certain rights and you may also have other rights that may vary from state to state.
- This Limited Warranty (and Brother's obligation to you) may not be changed in any way unless you and Brother sign the same piece of paper in which we (1) refer to this Product and your bill of sale date, (2) describe the change to this warranty and (3) agree to make that change.

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BROTHER LASER PRINTER / MULTIFUNCTION CENTER® / FAX ON-SITE LIMITED WARRANTY (Canada Only)

For a limited on-site warranty of 1 year labour and parts from the date of purchase, Brother International Corporation (Canada) Ltd. ("Brother"), or its authorized on-site service providers, will repair or replace (at Brother's sole discretion) this Laser Printer/MFC/Fax machine free of charge if defective in material or workmanship.

This warranty applies only to products purchased and used in Canada. This limited Warranty does not include cleaning, consumables (including, without limitation, toner cartridges and drum units, OPC belts, fixing units, print heads, paper feed rollers, transfer rolls, cleaning rollers, waste toner packs, oil bottles) or damage caused by accident, neglect, misuse or improper installation or operation or any damage caused from service, maintenance, modifications, or tampering by anyone other than a Brother Authorized Service Representative, or if shipped out of the country. Damage caused by the use of non-Brother toner is not covered under this warranty. This limited warranty ceases when this machine is rented, sold, or otherwise disposed of. Operation of the laser printer/MFC/Fax in excess of the specifications or with the Serial Number or Rating Label removed shall be deemed abuse and all repairs thereafter shall be the sole liability of the end-user/purchaser. The Laser Printer/MFC/Fax machine will be serviced on-site. Canadian Proof of Purchase in the form of a Sales Receipt must be provided if requested by the service personnel. In the event that geographical location does not permit us to provide on-site service to you, Brother reserves the right to exchange your machine with an equivalent or better one through a courier service.

When shipping or transporting your Laser Printer/MFC/Fax machine, please refer to your Operation Manual for the proper packaging procedures. Failure to remove the Toner Cartridge (and Toner Drum Unit, waste toner packs or oil bottles on applicable models) during shipping or transport will cause severe damage to the Laser Printer/MFC/Fax machine and will void the Warranty. Improper packaging may cause severe damage to the machine during shipping and will void the warranty.

BROTHER DISCLAIMS ALL OTHER WARRANTIES EXPRESSED OR IMPLIED INCLUDING, WITHOUT LIMITATIONS, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FOR A PARTICULAR PURPOSE, EXCEPT TO THE EXTENT THAT ANY WARRANTIES IMPLIED BY LAW CANNOT BE VALIDLY WAIVED.

No oral or written information, advice or representation provided by Brother, its Authorized Service Centres, Distributors, Dealers, Agents or employees, shall create another warranty or modify this warranty. The warranty states Brother's entire liability and your exclusive remedy against Brother for any failure of the Laser Printer/MFC/Fax machine to operate properly. Neither Brother nor anyone else involved in the development, production, or delivery of this Laser Printer/MFC/Fax machine shall be liable for any indirect, incidental, special, consequential, exemplary, or punitive damages, including lost profits, arising from the use of or inability to use the product, even if advised by the end user/purchaser of the possibility of such damages. Since some Provinces do not allow the above limitation of liability, such limitation, may not apply to you.

This Limited Warranty gives you specific legal rights and you may also have other rights which vary from Province to Province.

Warranty Service is available at Brother Authorized Service Centres throughout Canada. For Technical Assistance or for the name and location of your nearest Authorized Service Centre call 1-877-Brother.
Internet support: support@brother.ca or browse Brother's Web Site www.brother.ca.

User's Guides and where do I find it?

Which manual?	What's in it?	Where is it?
Safety and Legal	Read this Guide first. Please read the Safety Instructions before you set up your machine. See this Guide for trademarks and legal limitations.	Printed / In the Box
Quick Setup Guide	Follow the instructions for setting up your machine and installing the drivers and software for the operating system and connection type you are using.	Printed / In the Box
Basic User's Guide	Learn the basic Fax, Copy, Scan and Direct Print operations and how to replace consumables. See troubleshooting tips.	Printed / In the Box
Advanced User's Guide	Learn more advanced operations: Fax, Copy, security features, printing reports and performing routine maintenance.	PDF file / Documentation CD-ROM / In the Box
Software User's Guide	Follow these instructions for Printing, Scanning, Network Scanning, Remote Setup, PC-Fax, and using the Brother ControlCenter utility.	PDF file / Documentation CD-ROM / In the Box
Network Glossary	This Guide provides basic information about advanced network features of Brother machines along with explanations about general networking and common terms.	PDF file / Documentation CD-ROM / In the Box
Network User's Guide	This Guide provides useful information about wired and wireless network settings and security settings using the Brother machine. You can also find supported protocol information for your machine and detailed troubleshooting tips.	PDF file / Documentation CD-ROM / In the Box

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(ADVANCED USER'S GUIDE)

The Advanced User's Guide explains the following features and operations.

You can view the Advanced User's Guide on the Documentation CD-ROM in the box.

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1 General information

Using the documentation

Thank you for buying a Brother machine! Reading the documentation will help you make the most of your machine.

Symbols and conventions used in the documentation

The following symbols and conventions are used throughout the documentation.

Bold	Bold style identifies keys on the machine control panel or computer screen.
Italics	Italicized style emphasizes an important point or refers you to a related topic.
Courier New	Courier New font identifies the messages shown on the LCD of the machine.

⚠ WARNING

WARNING indicates a potentially hazardous situation which, if not avoided, could result in death or serious injuries.

⚠ CAUTION

CAUTION indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injuries.

❗ IMPORTANT

IMPORTANT indicates a potentially hazardous situation which, if not avoided, may result in damage to property or loss of product functionality.

Electrical Hazard icons alert you to a possible electrical shock.

Hot Surface icons warn you not to touch machine parts that are hot.

Notes tell you how you should respond to a situation that may arise or give tips about how the current operation works with other features.

Accessing the Advanced User's Guide, Software User's Guide and Network User's Guide

This Basic User's Guide does not contain all the information about the machine such as how to use the advanced features for Fax, Copy, Printer, Scanner, PC-Fax and Network. When you are ready to learn detailed information about these operations, read the **Advanced User's Guide**, **Software User's Guide**, **Network User's Guide**, and **Network Glossary** that are on the Documentation CD-ROM.

Viewing Documentation

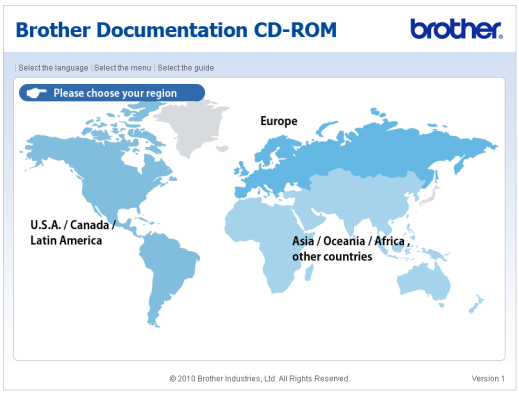
1. Turn on your computer. Insert the Documentation CD-ROM into your CD-ROM drive. For Windows® users, go to step ❸.

Note

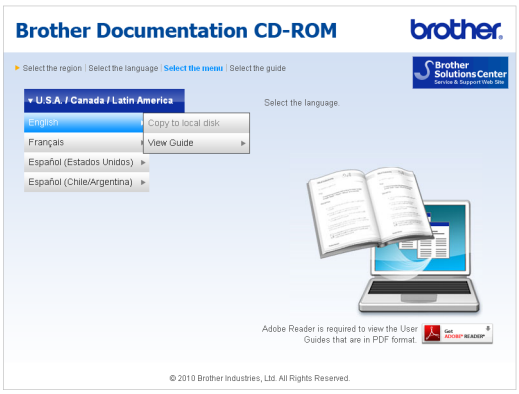
(Windows® users) If the screen does not appear automatically, go to **My Computer** (**Computer**), double-click the CD-ROM icon, and then double-click **index.html**.

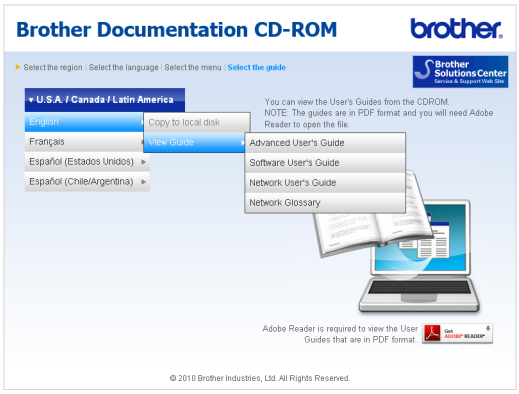
2. (Macintosh users) Double-click the Documentation CD-ROM icon, and then double-click **index.html**.

3. Click your country.



4. Point to your language, point to **View Guide**, and then click the guide you want to read.





Note

- (Windows® users only) Your Web browser may display a yellow bar at the top of the page that contains a security warning about Active X controls. For the page to display correctly you must click on the bar, click **Allow Blocked Content**, then click **Yes** in the Security Warning dialog box.
- (Windows® users only) [1] For faster access, you can copy all user documentation in PDF format to a local folder on your computer. Point to your language, then click **Copy to local disk**.

[1] Microsoft® Internet Explorer® 6.0 or greater.

How to find Scanning instructions

There are several ways you can scan documents. You can find the instructions as follows:

Software User's Guide

- *Scanning*
- *ControlCenter*
- *Network Scanning*

ScanSoft™ PaperPort™12SE with OCR How-to-Guides

(Windows®)

- The complete ScanSoft™ PaperPort™12SE with OCR How-to-Guides can be viewed from the Help selection in the ScanSoft™ PaperPort™12SE application.

Presto! PageManager User's Guide

(Macintosh)

Note

Presto! PageManager is available as a download from http://nj.newsoft.com.tw/download/brother/PM9SEInstaller_BR_multilang.dmg

- The complete Presto! PageManager User's Guide can be viewed from the Help selection in the Presto! PageManager application.

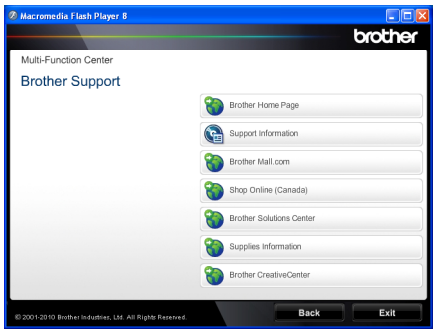
How to find Network setup instructions

Your machine can be connected to a wireless or wired network. You can find basic setup instructions in the *Quick Setup Guide*. If your wireless access point or router supports Wi-Fi Protected Setup or AOSS™, you can also follow the steps in the *Quick Setup Guide*. For more information about network setup please see the *Network User's Guide* on the Documentation CD-ROM.

Accessing Brother Support (Windows®)

You can find all the contacts you will need, such as Web support (Brother Solutions Center), Customer Service and Brother Authorized Service Centers on page i and on the Installation CD-ROM.

- Click **Brother Support** on the main menu. The following screen will appear:



- To access our Web site (http://www.brother.com/) click **Brother Home Page**.
- To view all Brother Numbers, including Customer Service numbers for the USA and Canada, click **Support Information**.
- To access the USA Brother online shopping mall (http://www.brothermall.com/) for additional product and service information, click **Brother Mall.com**.
- To access Canada's Brother online shopping mall (http://www.brother.ca/) for additional product and services information, click **Shop Online (Canada)**.
- For the latest news and product support information (http://solutions.brother.com/), click **Brother Solutions Center**.
- To visit our web site for genuine Brother supplies (http://www.brother.com/original/), click **Supplies Information**.
- To access the Brother CreativeCenter (http://www.brother.com/creativecenter/) for FREE photo projects and printable downloads, click **Brother CreativeCenter**.

To return to the main page, click **Back**.

Or, if you have finished, click **Exit**.

Accessing Brother Support (Macintosh)

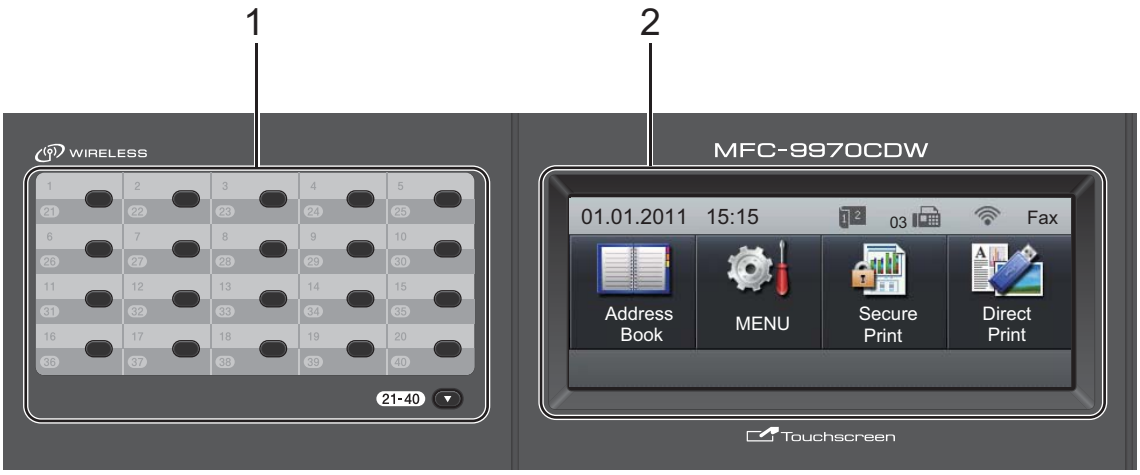
You can find all the contacts you will need, such as Web support (Brother Solutions Center), Customer Service and Brother Authorized Service Centers in *Brother numbers* on page i and on the Installation CD-ROM.

- Double-click the **Brother Support** icon. The following screen will appear:



- To download and install Presto! PageManager, click **Presto! PageManager**.
- To register your machine from the Brother Product Register Page (http://www.brother.com/registration/), click **On-Line Registration**.
- To view all Brother Numbers, including Customer Service numbers for the USA and Canada, click **Support Information**.
- For the latest news and product support information (http://solutions.brother.com/), click **Brother Solutions Center**.
- To visit our Web site for genuine Brother Supplies (http://www.brother.com/original/), click **Supplies Information**.

Control panel overview



1 One Touch keys

These 20 keys give you instant access to 40 previously stored numbers.

21-40 ▼

The **21-40 ▼** lets you access One Touch numbers 21 to 40 when held down.

2 LCD

This is a Touchscreen LCD. You can access the menus and options by pressing buttons displayed on the screen.

3 Mode keys:

FAX

Puts the machine in Fax mode.

SCAN

Puts the machine in Scan mode.

COPY

Puts the machine in Copy mode.

4 Dial pad

Use these keys to dial telephone and fax numbers and as a keyboard for entering information into the machine.

This function transfers to the touchscreen when you store quick dial numbers.

(Canada only) The **#** key temporarily switches the dialing mode from Pulse to Tone during a telephone call.

5 Stop/Exit

Stops an operation or exits from a menu.

6 Start:

Color

Lets you start sending faxes or making copies in full color.

Black

Lets you start sending faxes or making copies in black & white.



7 FAX keys:

Hook

Press before dialing if you want to make sure a fax machine will answer, and then press **Black Start** or **Color Start**. Also, press this key after you pick up the handset of an external telephone during the F/T ring (fast double-rings).

Redial/Pause

Redials the last number called. It also inserts a pause when programming quick dial numbers or when dialing a number manually.

8 Print Data / Job Cancel

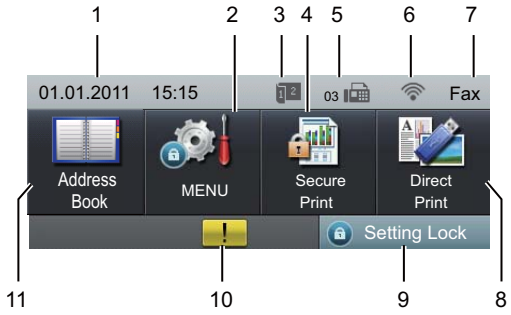
Cancels a programmed print job and clears it from the machine's memory. To cancel multiple print jobs, hold down this key until the LCD shows `Cancel Printing (All)`.

Also, this key will flash depending on the machine's status.

Machine Status	Description
Ready Mode	The machine is ready to print, in sleep mode, there is no print data, or the power switch is off.
Receiving Data Green (blinking)	The machine is either receiving data from the computer, processing data in memory, or printing data.
Data Remaining in Memory Green	Print data remains in the machine memory.

LCD Touchscreen

The LCD Touchscreen shows the current machine status when the machine is idle.



1 Date and Time

Lets you see date and time.

2 MENU

Lets you access the main menu.

3 Fax duplex (2–sided) receiving indicator

Appears when duplex printing is set to on for received faxes.

4 Secure Print

Lets you access the secure print menu.

Active only when the machine has secure print data.

5 Fax in memory

Shows how many received faxes are in the memory.

6 Wireless Status

In FAX mode and SCAN mode a four level indicator shows the current wireless signal strength if you are using a wireless connection.



7 Current Receive Mode

Lets you see the current receive mode.

- `Fax` (Fax only)
- `F/T` (Fax/Tel)
- `TAD` (External TAD)
- `Mnl` (Manual)

8 Direct Print

Lets you print data from a USB flash memory drive or a digital camera supporting mass storage directly to the machine. (See *Printing data directly from the USB Flash memory drive or digital camera supporting mass storage* on page 55.)

Active only when you insert a USB flash memory drive or digital camera in the machine's USB direct interface.

9 Security indicator

Shows machine's security status. Appears when you turn on Secure Function Lock or Setting Lock.

10 Warning icon !

Appears when there is an error or maintenance message; press the Warning icon to view it, and then press **Stop/Exit** to return to the Ready screen.

11 Address Book

Lets you search the number you want to fax/dial/E-mail/I-Fax.

Basic Operations

To operate the Touchscreen use your finger to press the MENU or option button directly on the LCD screen.

To display and access all the screen menus or options in a setting, press ▲▼ or ◄► to scroll through them.

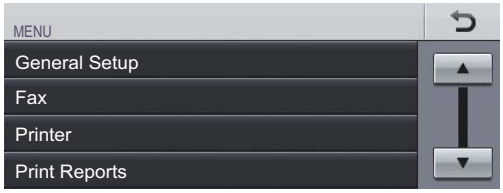
Press ⮌ to return to the previous menu.

IMPORTANT

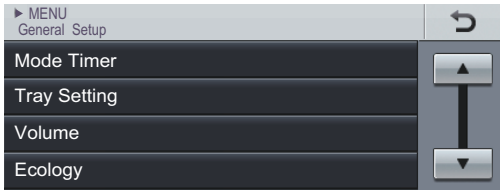
DO NOT press the Touchscreen with a sharp object, such as a pen or stylus. It may damage the machine.

The following steps show how to change a setting in the machine. In this example the LCD back light setting is changed from Light to Dark.

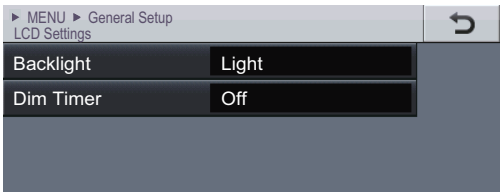
1. Press MENU.
2. Press ▲ or ▼ to display General Setup.
 Press General Setup.



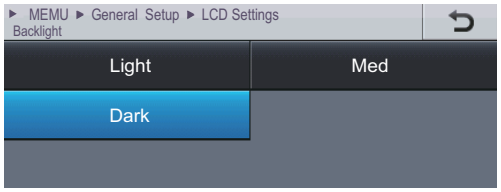
3. Press ▲ or ▼ to display LCD Settings.
 Press LCD Settings.



4. Press Backlight.



5. Press Dark.



6. Press **Stop/Exit**.

2 Loading paper

Loading paper and print media

The machine can feed paper from the standard paper tray, optional lower tray or multi-purpose tray.

When you put paper into the paper tray, note the following:

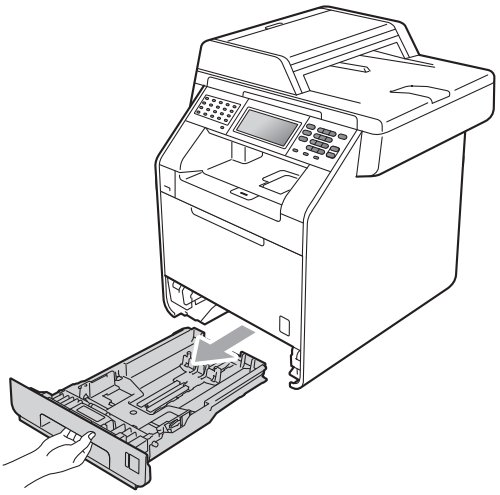
- If your application software supports paper size selection on the print menu, you can select it through the software. If your application software does not support it, you can set the paper size in the printer driver or by pressing the buttons on the Touchscreen.

Loading paper in the standard paper tray

You can load up to 250 sheets for Tray 1 and 500 sheets for the optional lower tray (Tray 2). Paper can be loaded up to the maximum paper mark (▼▼▼) on the sliding paper width guide. (For recommended paper to use, see *Paper capacity of the paper trays* on page 22.)

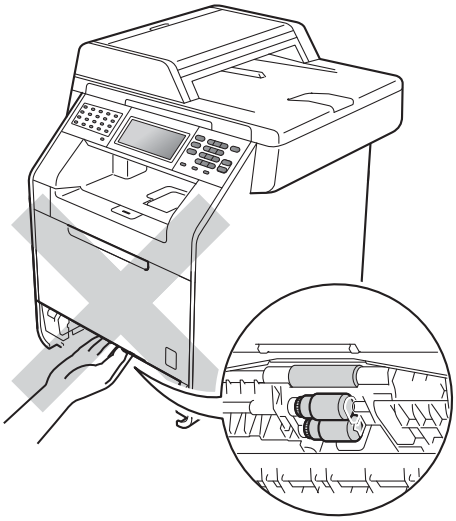
Printing on plain paper, thin paper or recycled paper from the standard paper tray (Tray 1)

1. Pull the paper tray completely out of the machine.

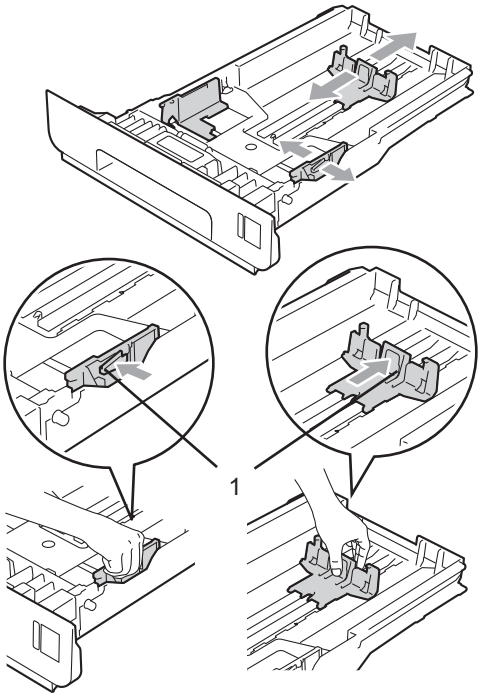


⚠ WARNING

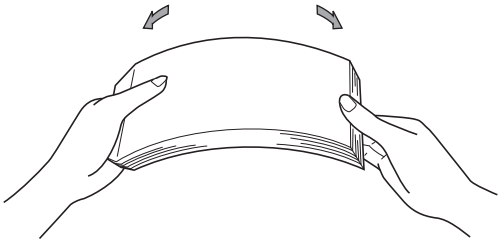
DO NOT touch the shaded parts shown in the illustration. These rollers may be rotating at high speed and can pinch or entrap your hand.



2 While pressing the green paper-guide release lever (1), slide the paper guides to fit the paper size you are loading in the tray. Make sure that the guides are firmly in the slots.



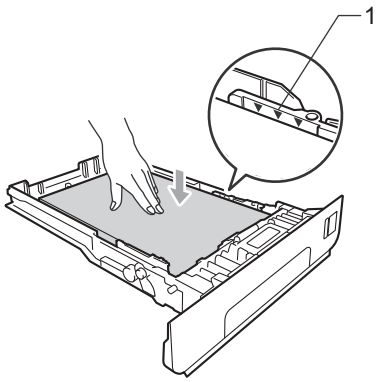
3 Fan the stack of paper well to avoid paper jams and misfeeds.



4 Put paper in the tray and make sure:

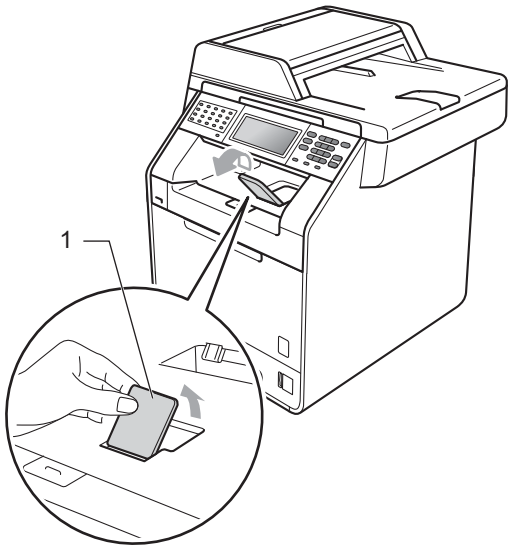
- The paper is below the maximum paper mark (▼▼▼) (1).

 Overfilling the paper tray will cause paper jams.
- The side to be printed on must be *face down*.
- The paper guides touch the sides of the paper so it will feed properly.



5 Put the paper tray firmly back in the machine. Make sure that it is completely inserted into the machine.

6 Lift up the support flap (1) to prevent paper from sliding off the *face down* output tray or remove each page as soon as it comes out of the machine.

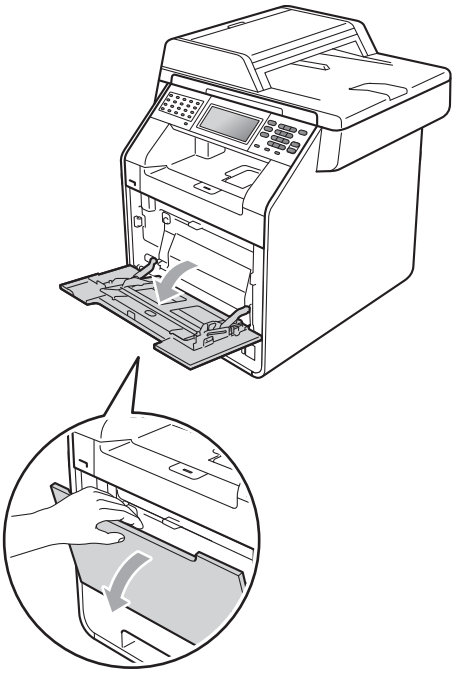


Loading paper in the multi-purpose tray (MP tray)

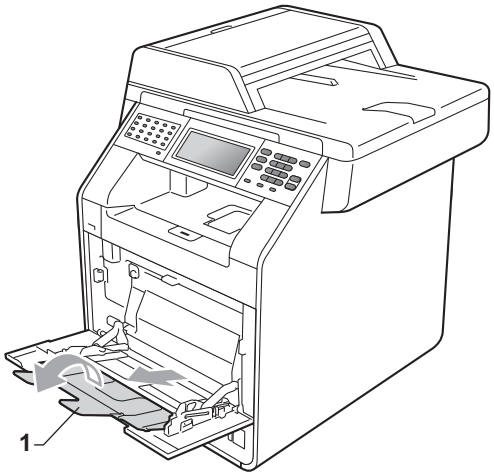
You can load up to 3 envelopes or special print media in the MP tray or up to 50 sheets of plain paper. Use this tray to print or copy on thick paper (28 - 43 lb.), bond paper, glossy paper, labels, or envelopes. (For recommended paper to use, see *Paper capacity of the paper trays* on page 22.)

Printing on plain paper, bond paper, labels or glossy paper from the MP tray

1 Open the MP tray and lower it gently.

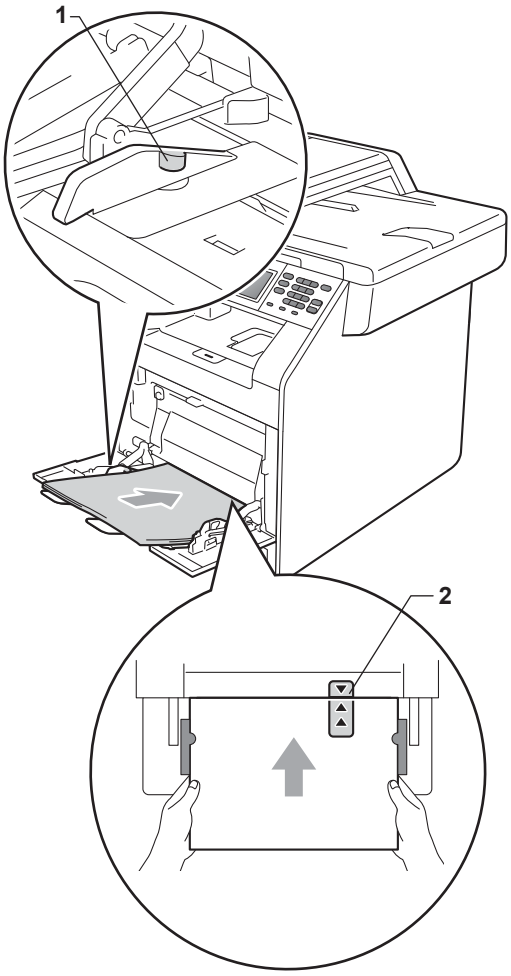


2 Pull out the MP tray support and unfold the flap (1).



3 Put paper in the MP tray and make sure:

- The paper stays under the maximum paper mark (1).
- The top of paper edge is positioned between the arrows (2).
- The side to be printed on must be *face up* with the leading edge (top of the paper) in first.



Note

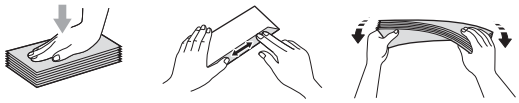
When you are using glossy paper, put only one sheet at a time in the MP tray to avoid a paper jam.

4 Lift up the support flap to prevent paper from sliding off the *face down* output tray, or remove each page as soon as it comes out of the machine.

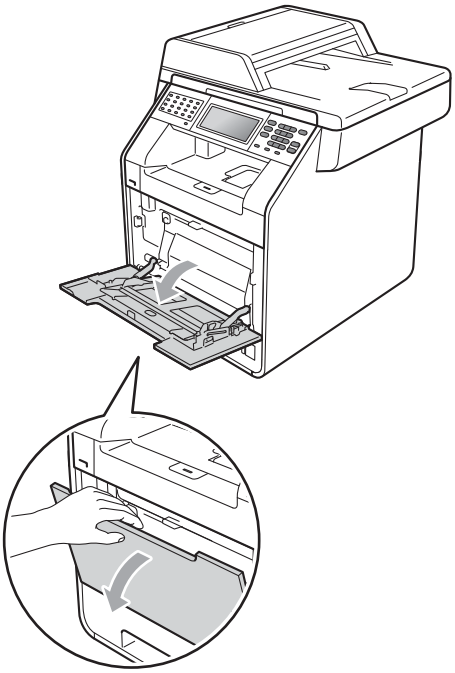


Printing on envelopes and thick paper from the MP tray

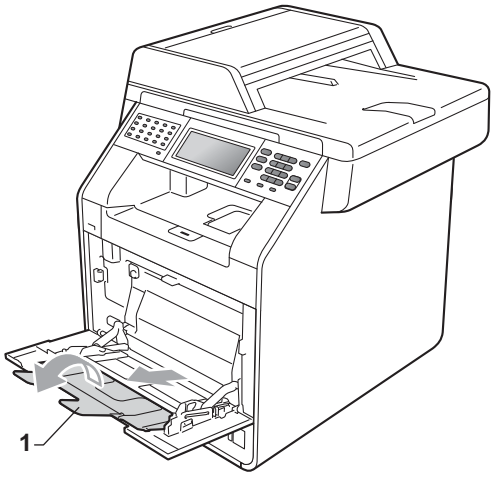
Before loading, press the corners and sides of the envelopes to make them as flat as possible.



1 Open the MP tray and lower it gently.



2 Pull out the MP tray support and unfold the flap (1).

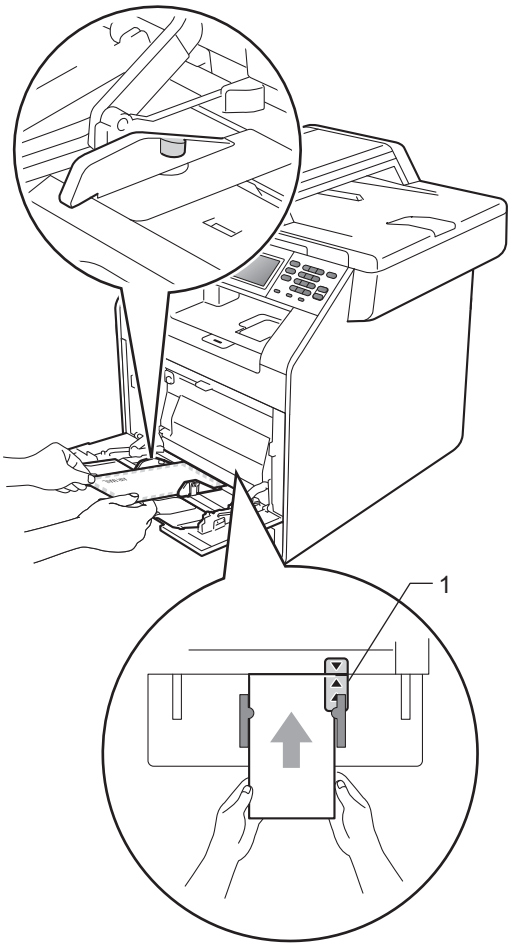


3 Lift up the support flap to prevent envelopes or sheets of thick paper from sliding off the *face down* output tray. If the support flap is closed you should remove each envelope as soon as it comes out of the machine.

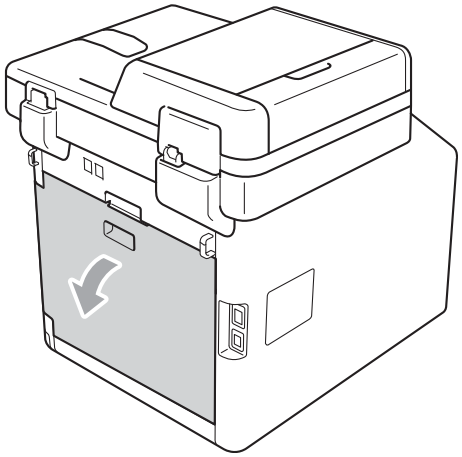


4 Put up to 3 envelopes or up to 25 sheets of thick paper [43 lb (163 g/m^2)] in the MP tray. If you add more envelopes or paper it may cause a jam. Make sure:

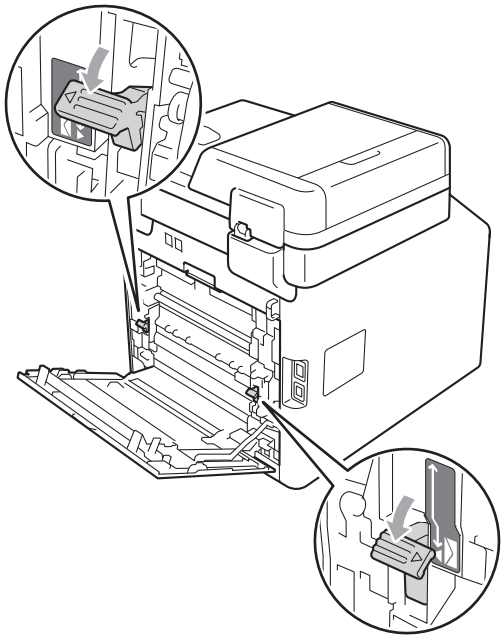
- The top edge of the envelope is positioned between the arrows (1).
- The side to be printed on must be *face up*.



5 Open the back cover (*Face up* output tray).



6 Pull down the two gray levers, one on the left-hand side and one on the right-hand side, to the envelope position as shown in the illustration below.



7 Close the back cover.

8 Send the print data to the machine.

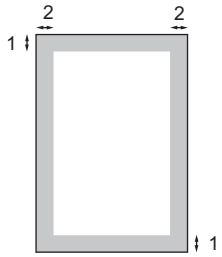
9 When you have finished printing, open the back cover and reset the two gray levers which were pulled down in step ❻ back to their original positions.

Note

- Remove each printed envelope immediately to prevent a paper jam.
- If your thick paper curls during printing, put only one sheet at a time in the MP tray and open the back cover (*face up* output tray) to let the printed pages exit to the *face up* output tray.

Unscannable and unprintable areas

The figures below show maximum unscannable and unprintable areas. The unscannable and unprintable areas may vary depending on the paper size or settings in the application you are using.



Usage	Document Size	Top (1) Bottom (1)	Left (2) Right (2)
Fax (Sending)	Letter	0.12 in. (3 mm)	0.16 in. (4 mm)
	A4	0.12 in. (3 mm)	0.12 in. (3 mm)
Copy* *a single copy or a 1 in 1 copy	Letter	0.16 in. (4 mm)	0.16 in. (4 mm)
	A4	0.16 in. (4 mm)	0.16 in. (4 mm)
Scan	Letter	0.12 in. (3 mm)	0.12 in. (3 mm)
	A4	0.12 in. (3 mm)	0.12 in. (3 mm)
Print	Letter	0.16 in. (4 mm)	0.16 in. (4 mm)
	A4	0.16 in. (4 mm)	0.16 in. (4 mm)

Paper settings

Paper Size and Type

When you change the size of paper in the tray, you will also need to change the setting for paper size at the same time so your machine can fit the document or an incoming fax on the page.

You can use the following sizes of paper for printing copies: A4, Letter, Legal, Executive, A5, A5 L, A6, B5, B6 and Folio and the following sizes for printing faxes: A4, Letter, Legal or Folio (8.5 in. × 13 in.).

Following on the paper size setting, you can set up the machine for the type of paper you are using. This will give you the best print quality.

1. Press `MENU`.
2. Press ▲ or ▼ to display `General Setup`.
 Press `General Setup`.
3. Press ▲ or ▼ to display `Tray Setting`.
 Press `Tray Setting`.
4. Do one of the following:
 - To set the paper type for the `MP Tray` press ▲ or ▼ to display `MP Tray`.
 Press `MP Tray`
 - To set the paper type for `Tray#1` press ▲ or ▼ to display `Tray#1`.
 Press `Tray#1`
 - To set the paper type for `Tray#2` press ▲ or ▼ to display `Tray#2`.
 Press `Tray#2` [1] if you installed the optional tray.

[1] The `Tray#2` button will be selectable if the optional tray is installed.

5. Press ◀ or ▶ to display the paper size options.
 Press `A4`, `Letter`, `Legal`, `Executive`, `A5`, `A5 L`, `A6`, `B5`, `B6`, `Folio` or `Any`.

Note

- `Any` size appears only when you choose the MP tray.
- If you choose `Any` for the MP Tray Paper Size: You must choose `MP Only` for the Tray Use setting. You cannot use the `Any` Paper Size selection for the MP tray when making N in 1 copies. You must choose one of the other available Paper Size selections for the MP tray.
- `A5 L` and `A6` size are not available for `Tray#2`.

6. Press `Thin`, `Plain`, `Thick`, `Thicker`, `Recycled Paper` or `Glossy`.
7. Press **Stop/Exit**.

Note

You can choose `Glossy` for the `MP Tray`.

Tray Use in copy mode

You can change the priority tray that the machine will use for printing copies.

When you choose `Tray#1 Only`, `MP Only` or `Tray#2 Only` [1], the machine pulls the paper only from that tray. If the selected tray is out of paper, `No Paper` will appear on the LCD. Insert the paper in the empty tray.

To change the tray setting follow the instructions below:

1. Press `MENU`.
2. Press ▲ or ▼ to display `General Setup`.
 Press `General Setup`.
3. Press ▲ or ▼ to display `Tray Setting`.
 Press `Tray Setting`.
4. Press ▲ or ▼ to display `Tray Use:Copy`.
 Press `Tray Use:Copy`.
5. Press `Tray#1 Only`, `Tray#2 Only` [1], `MP Only`, `MP>T1>T2` [1] or `T1>T2` [1]`>MP`.

 [1] The `Tray#2 Only` or `T2` appears only if the optional tray is installed.
6. Press **Stop/Exit**.

Note

- When loading the documents in the ADF and `MP>T1>T2` or `T1>T2>MP` is selected, the machine looks for the tray with the most suitable paper and pulls paper from that tray. If no tray has suitable paper, the machine pulls paper from the higher priority tray.
- When using the scanner glass, your document is copied from the higher priority tray even if more suitable paper is in another paper tray.

Tray Use in fax mode

You can change the default tray that the machine will use for printing received faxes.

When you choose `Tray#1 Only`, `MP Only` or `Tray#2 Only` [1], the machine pulls the paper only from that tray. If the selected tray is out of paper, `No Paper` will appear on the LCD. Insert the paper in the empty tray.

When you choose `T1>T2` [1]`>MP`, the machine pulls paper from Tray #1 until it is empty, then from Tray #2, and then from the MP tray.

When you choose `MP>T1>T2` [1], the machine pulls paper from the MP tray until it is empty, then from Tray #1, and then from Tray #2.

Note

- You can use four sizes of paper for printing faxes: A4, Letter, Legal or Folio. When a suitable size is not in any of the trays received faxes will be stored in the machine's memory and `Size mismatch` will appear on the LCD. (For details, see *Error and maintenance messages* on page 99.)
- If the tray is out of paper and received faxes are in the machine's memory, `No Paper` will appear on the LCD. Insert paper in the empty tray.

1. Press `MENU`.
2. Press ▲ or ▼ to display `General Setup`.
 Press `General Setup`.
3. Press ▲ or ▼ to display `Tray Setting`.
 Press `Tray Setting`.
4. Press ▲ or ▼ to display `Tray Use:Fax`.
 Press `Tray Use:Fax`.
5. Press `Tray#1 Only`, `Tray#2 Only` [1], `MP Only`, `MP>T1>T2` [1] or `T1>T2` [1]`>MP`.

 [1] The `Tray#2 Only` or `T2` appears only if the optional tray is installed.
6. Press **Stop/Exit**.

Tray Use in print mode

You can change the default tray the machine will use for printing from your computer.

1. Press MENU.
2. Press ▲ or ▼ to display General Setup.
 Press General Setup.
3. Press ▲ or ▼ to display Tray Setting.
 Press Tray Setting.
4. Press ▲ or ▼ to display Tray Use:Print.
 Press Tray Use:Print.
5. Press Tray#1 Only, Tray#2 Only [1], MP Only, MP>T1>T2 [1] or T1>T2 [1]>MP.

 [1] The Tray#2 Only or T2 appears only if the optional tray is installed.
6. Press **Stop/Exit**.

Acceptable paper and other print media

Print quality may vary according to the type of paper you are using.

You can use the following types of print media: thin paper, plain paper, thick paper, bond paper, recycled paper, glossy paper, labels or envelopes.

For best results, follow the instructions below:

- DO NOT put different types of paper in the paper tray at the same time because it may cause paper jams or misfeeds.
- For proper printing, you must choose the same paper size from your software application as the paper in the tray.
- Avoid touching the printed surface of the paper immediately after printing.
- Before you buy a lot of paper, test a small quantity to make sure the paper is suitable.

Recommended paper and print media

Paper Type	Item
Plain Paper	Xerox 4200DP 20 lb
	Hammermill Laser Print (24 lb=90 g/m^2)
Recycled Paper	No specific brand recommended
Labels	Avery laser labels white #5160
Envelope	No specific brand recommended
Glossy Paper	Glossy Laser Paper

Type and size of paper

The machine feeds paper from the installed standard paper tray, multi-purpose tray or optional lower tray.

The name for the paper trays in the printer driver in this Guide are as follows:

Tray and optional unit	Name
Standard paper tray	Tray 1
Multi-purpose tray	MP Tray
Optional lower tray	Tray 2

Paper capacity of the paper trays

	Paper size	Paper types	No. of sheets
Paper Tray (Tray 1)	A4, Letter, Legal, B5, Executive, A5, A5 (Long Edge), A6, B6, Folio [1]	Plain paper, Thin paper and Recycled paper	up to 250 [20 lb (80 g/m^2)]
Multi-purpose Tray (MP Tray)	Width: 2.75 to 8.5 in. (69.8 to 216 mm) Length: 4.57 to 16 in. (116 to 406.4 mm)	Plain paper, Thin paper, Thick paper, Thicker paper, Bond paper, Recycled paper, Envelopes, Labels and Glossy paper	50 sheets [20 lb (80 g/m^2)] 3 Envelopes 1 Glossy paper
Optional lower Tray (Tray 2)	A4, Letter, Legal, B5, Executive, A5, B6, Folio [1]	Plain paper, Thin paper and Recycled paper	up to 500 [20 lb (80 g/m^2)]

[1] Folio size is 8.5 in. × 13 in. (215.9 mm x 330.2 mm)

Recommended paper specifications

The following paper specifications are suitable for this machine.

Basis weight	20-24 lb (75-90 g/m^2)
Thickness	80-110 µm
Roughness	Higher than 20 sec.
Stiffness	90-150 cm^3/100
Grain direction	Long grain
Volume resistivity	10e^9-10e^{11} ohm
Surface resistivity	10e^9-10e^{12} ohm-cm
Filler	$CaCO_3$ (Neutral)
Ash content	Below 23 wt%
Brightness	Higher than 80%
Opacity	Higher than 85%

- Use paper made for plain paper copying.
- Use paper that is 20 to 24 lb (75 to 90 g/m^2).
- Use long grain paper with a neutral Ph value, and a moisture content of approx. 5%.
- This machine can use recycled paper that meets DIN 19309 specifications.

Handling and using special paper

The machine is designed to work well with most types of xerographic and bond paper. However, some paper variables may have an effect on print quality or handling reliability. Always test samples of paper before purchasing to ensure desirable performance. Store paper in its original packaging and keep it sealed. Keep the paper flat and away from moisture, direct sunlight and heat.

Some important guidelines when selecting paper are:

- DO NOT use inkjet paper because it may cause a paper jam or damage your machine.
- Preprinted paper must use ink that can withstand the temperature of the machine's fusing process 392 degrees Fahrenheit (200 degrees centigrade).
- If you use bond paper, paper having a rough surface or paper that is wrinkled or creased, the paper may exhibit degraded performance.
- When you are using glossy paper, put only one sheet at a time in the MP tray to avoid a paper jam.

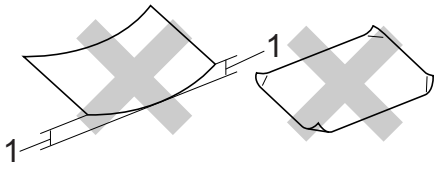
Types of paper to avoid

IMPORTANT

Some types of paper may not perform well or may cause damage to your machine.

DO NOT use paper:

- that is highly textured
- that is extremely smooth or shiny
- that is curled or warped



1 A curl of 0.08 in. (2 mm) or greater may cause jams to occur.

- that is coated or has a chemical finish
- that is damaged, creased or folded
- that exceeds the recommended weight specification in this guide
- with tabs and staples
- with letterheads using low temperature dyes or thermography
- that is multipart or carbonless
- that is designed for inkjet printing

If you use any of the types of paper listed above, they may damage your machine. This damage is not covered under any Brother warranty or service agreement.

Envelopes

Most envelopes designed for laser printers will be suitable for your machine. However, some envelopes may have feed and print-quality problems because of the way they have been made. A suitable envelope should have edges with straight, well-creased folds and the leading edge should not be thicker than two sheets of paper. The envelope should lie flat and not be of baggy or flimsy construction. You should buy quality envelopes from a supplier who understands that you will be using the envelopes in a laser machine.

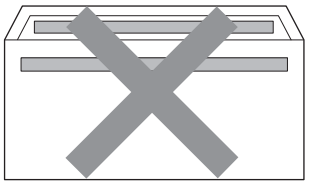
We recommend that you print a test envelope to make sure the print results are what you want.

Types of envelopes to avoid

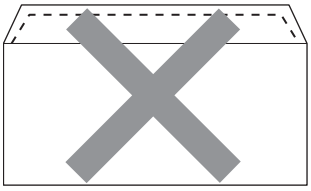
IMPORTANT

DO NOT use envelopes:

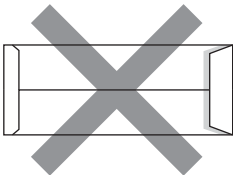
- that are damaged, curled, wrinkled or an unusual shape
- that are extremely shiny or textured
- with clasps, staples, snaps or tie strings
- with self-adhesive closures
- that are of a baggy construction
- that are not sharply creased
- that are embossed (have raised writing on them)
- that were previously printed by a laser machine
- that are pre-printed on the inside
- that cannot be arranged neatly when stacked
- that are made of paper that weighs more than the paper weight specifications for the machine
- with edges that are not straight or consistently square
- with windows, holes, cut-outs or perforations
- with glue on surface as shown in figure below



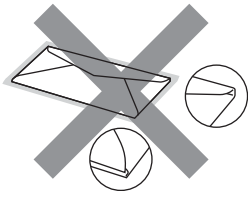
- with double flaps as shown in figure below



- with sealing flaps that are not folded down when purchased
- with sealing flaps as shown in figure below



- with each side folded as shown in figure below



If you use any of the types of envelopes listed above, they may damage your machine. This damage may not be covered under any Brother warranty or service agreement.

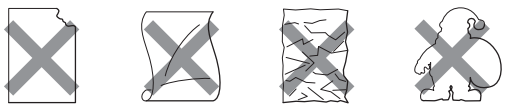
Labels

The machine will print on most types of labels designed for use with a laser machine. Labels should have an adhesive that is acrylic-based since this material is more stable at the high temperatures in the fuser unit. Adhesives should not come in contact with any part of the machine, because the label stock may stick to the drum unit or rollers and cause jams and print quality problems. No adhesive should be exposed between the labels. Labels should be arranged so that they cover the entire length and width of the sheet. Using labels with spaces may result in labels peeling off and causing serious jams or print problems.

All labels used in this machine must be able to withstand a temperature of 392 degrees Fahrenheit (200 degrees centigrade) for a period of 0.1 seconds.

Types of labels to avoid

Do not use labels that are damaged, curled, wrinkled or an unusual shape.



IMPORTANT

- Avoid feeding labels with the carrier sheet exposed because your machine will be damaged.
- Label sheets should not exceed the paper weight specifications described in this User's Guide. Labels exceeding this specification may not feed or print properly and may cause damage to your machine.
- DO NOT reuse or insert labels that have previously been used or are missing a few labels on the sheet.

3 Loading documents

How to load documents

You can send a fax, make copies, and scan from the ADF (Automatic Document Feeder) and the scanner glass.

Using the automatic document feeder (ADF)

The ADF can hold up to 50 pages and feeds each sheet individually. Use standard 20 lb (80 g/m^2) paper and always fan the pages before putting them in the ADF.

Document Sizes Supported

Length:	5.8 to 14 in. (147.3 to 356.0 mm)
Width:	5.8 to 8.5 in. (147.3 to 215.9 mm)
Weight:	17 to 24 lb (64 to 90 g/m^2)

How to load documents

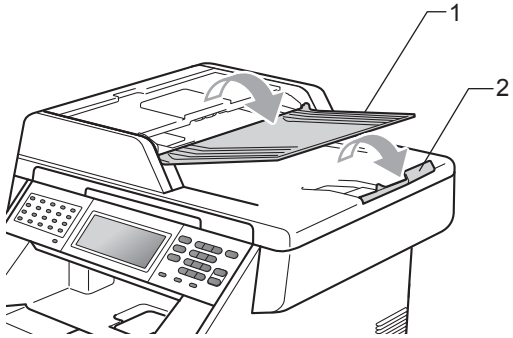
IMPORTANT

- DO NOT leave thick documents on the scanner glass. If you do this, the ADF may jam.
- DO NOT use paper that is curled, wrinkled, folded, ripped, stapled, paper-clipped, pasted or taped.
- DO NOT use cardboard, newspaper or fabric.
- To avoid damaging your machine while using the ADF, DO NOT pull on the document while it is feeding.

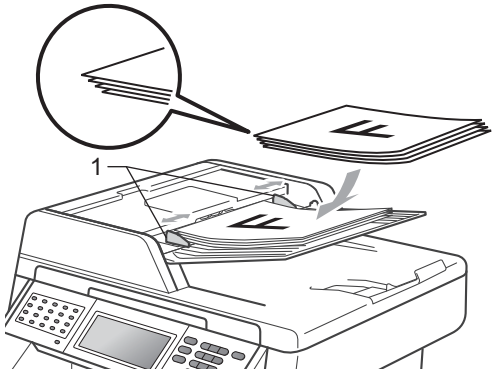
Note

- To scan documents that are not suitable for the ADF, see *Using the scanner glass* on page 27.
- It is easier to use the ADF if you are loading a multiple page document.
- Make sure documents with correction fluid or written with ink are completely dry.

1. Unfold the ADF document support (1). Lift up and unfold the ADF document output support flap (2).



2. Fan the pages well.
3. Place your document *face up top edge first* in the ADF until the LCD display message changes and you feel it touch the feed rollers.
4. Adjust the paper guides (1) to fit the width of your document.



Note

- To avoid damaging your machine while using the ADF, DO NOT pull on the document while it is feeding.
- To scan non-standard documents, see *Using the scanner glass* on page 27.

Using the scanner glass

You can use the scanner glass to fax, copy or scan pages of a book one page at a time.

Document Sizes Supported

Length:	Up to 14.0 in. (355.6 mm)
Width:	Up to 8.5 in. (215.9 mm)
Weight:	Up to 4.4 lb (2.0 kg)

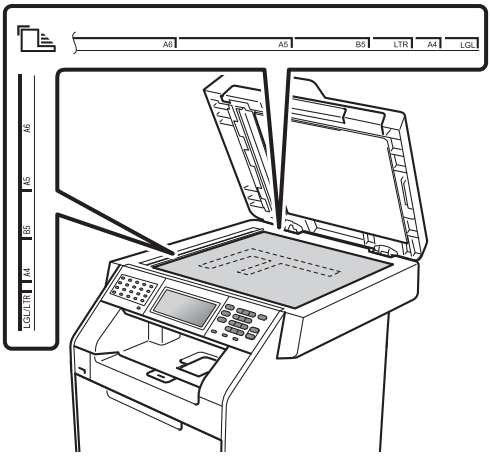
How to load documents

Note

To use the scanner glass, the ADF must be empty.

1. Lift the document cover.

2. Using the document guidelines on the left and top, place the document *face down* in the upper left corner of the scanner glass.





3. Close the document cover.

IMPORTANT

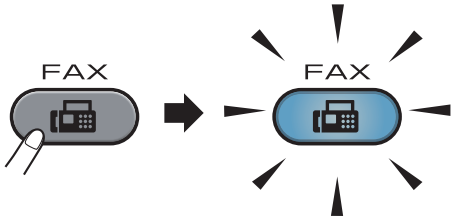
If the document is a book or is thick, do not slam or press on the cover.

4 Sending a fax

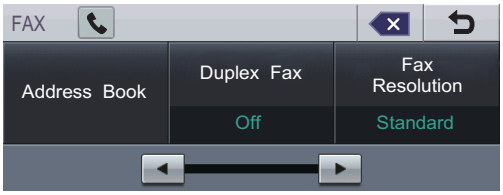
How to send a fax

The following steps show how to send a fax.

1. When you want to send a fax, or change fax send or receive settings, press the (**FAX**) key to illuminate it in blue.



■ The LCD shows:



2. Do one of the following to load your document:
 - Place the document *face up* in the ADF. (See *Using the automatic document feeder (ADF)* on page 26.)
 - Load your document *face down* on the scanner glass. (See *Using the scanner glass* on page 27.)

Note

To send color faxes with multiple pages use the ADF.

3. Set the scanner glass size, fax resolution or contrast if you want to change them.

Note

For more advanced fax sending operations and settings, see *Sending a fax* in *Chapter 3* of the *Advanced User's Guide*:

- `Broadcasting`
- `Duplex Fax` (2-sided fax layout)
- `Delayed Fax`
- `Batch TX`
- `Real Time TX`
- `Polled TX`
- `Overseas Mode`
- `Fax Resolution`
- `Contrast`
- `Glass ScanSize`
- `Coverpage Setup`
- `Coverpage Message`
- `Set New Default`
- `Factory Reset`

4. Choose one of the options below:
 - If you want to send a single-sided document, go to step ❺.
 - If you want to send a 2-sided document, you need to choose the duplex scanning format of your 2-sided document.
 Press `Duplex Fax` and choose `DuplexScan :LongEdge` or `DuplexScan :ShortEdge`.

Note

You can send 2-sided documents from the ADF.

5 Enter the fax number using the dial pad. You can also enter the fax number on the LCD by pressing `Address Book` and `Send a fax`, or you can press an One Touch key on the machine's control panel. (For details, see *How to dial* on page 44.)

6 Press **Black Start** or **Color Start**.

Faxing from the ADF

- The machine starts scanning the document.

Faxing from the scanner glass

If `Real Time TX` is `On`, the machine will send the document without asking if there are additional pages to scan.

- If you press **Black Start**, the machine starts scanning the first page.

 Do one of the following:

 - To send a single page, press `No` (or press **Black Start** again). The machine starts sending the document.
 - To send more than one page, press `Yes` and place the next page on the scanner glass. Press **Black Start**. The machine starts scanning the page. (Repeat this step for each additional page.)

- If you press **Color Start** and `Yes (Color fax)`, the machine starts sending the document.

Note

To cancel, press **Stop/Exit**.

Faxing A4/Legal/Folio size documents from the scanner glass

When faxing A4/Legal/Folio size documents, you will need to set the scan glass size to `A4` or `Legal/Folio`; otherwise, a portion of your faxes will be missing.

1 Press (**FAX**).

2 Press ◄ or ► to display `Glass ScanSize`.
Press `Glass ScanSize`.

3 Press `A4` or `Legal/Folio`.

4 Press **Stop/Exit**.

Note

You can save the setting you use most often by setting it as the default. (See *Setting your changes as the new default* in *Chapter 3* of the *Advanced User's Guide*.)

Color fax transmission

Your machine can send a color fax to machines that support this feature. Color faxes cannot be stored in the machine's memory. When you send a color fax, the machine will send it in real time (even if Real Time TX is set to Off).

Canceling a fax in progress

Press **Stop/Exit** to cancel the fax. If you press **Stop/Exit** while the machine is dialing or sending, the LCD will show Cancel Job?.

Press Yes to cancel the fax.

Transmission verification report

You can use the Transmission Verification Report as proof that you sent a fax. This report lists the receiving party's name or fax number, the time and date of transmission, duration of transmission, number of pages sent, and whether or not the transmission was successful.

There are several settings available for the Transmission Verification Report:

- On: Prints a report after every fax you send.
- On+Image: Prints a report after every fax you send. A portion of the fax's first page appears on the report.
- Off: Prints a report if your fax is unsuccessful due to a transmission error. Off is the default setting.
- Off+Image: Prints a report if your fax is unsuccessful due to a transmission error. A portion of the fax's first page appears on the report.

1. Press MENU.
2. Press ▲ or ▼ to display Fax.
 Press Fax.
3. Press ▲ or ▼ to display Report Setting.
 Press Report Setting.
4. Press Transmission.
5. Press On, On+Image, Off or Off+Image.
6. Press **Stop/Exit**.

Note

- If you choose On+Image or Off+Image, the image will only appear on the Transmission Verification Report if Real Time Transmission is set to Off. (See *Real Time Transmission* in *Chapter 3* of the *Advanced User's Guide*.)
- If your transmission is successful, OK will appear next to RESULT on the Transmission Verification Report.
 If transmission is not successful, NG will appear next to RESULT.

5 Receiving a fax

Receive modes

Choose the correct Receive Mode

The correct Receive Mode is determined by the external devices and telephone subscriber services (Voice Mail, Distinctive Ring, etc.) you have (or will be using) on the same line as the Brother machine.

Will you be using a Distinctive Ring number for receiving faxes?

Brother uses the term "Distinctive Ring" but different telephone companies may have other names for this service such as Custom Ringing, RingMaster, Personalized Ring, Teen Ring, Ident-A-Ring, Ident-A-Call, Data Ident-A-Call, Smart Ring and SimpleBiz Fax & Alternate Number Ringing. (See *Distinctive Ring* on page 38 for instructions on setting up your machine using this feature.)

Will you be using Voice Mail on the same telephone line as your Brother machine?

If you have Voice Mail on the same telephone line as your Brother machine, there is a strong possibility that Voice Mail and the Brother machine will conflict with each other when receiving incoming calls. (See *Voice Mail* on page 37 for instructions on setting up your machine using this service.)

Will you be using a Telephone Answering Device on the same telephone line as your Brother machine?

Your external telephone answering device (TAD) will automatically answer every call. Voice messages are stored on the external TAD and fax messages are printed. Choose `External TAD` as your receive mode. (See *Connecting an external TAD (telephone answering device)* on page 40.)

Will you be using your Brother machine on a dedicated fax line?

Your machine automatically answers every call as a fax. Choose `Fax Only` as your receive mode. (See *Fax Only* on page 34.)

Will you be using your Brother machine on the same line as your telephone?

Do you want to receive voice calls and faxes automatically?

The `Fax/Tel` receive mode is used when sharing the Brother machine and your telephone on the same line. Choose `Fax/Tel` as your receive mode. (See *Fax/Tel* on page 34.)

Important Note: You can not receive voice messages on either Voice Mail or an answering machine when choosing the `Fax/Tel` mode.

Do you expect to receive very few faxes?

Choose `Manual` as your receive mode. You control the telephone line and must answer every call yourself. (See *Manual* on page 34.)

To set the receive mode follow the instructions below:

1. Press MENU.
2. Press ▲ or ▼ to display Initial Setup.
 Press Initial Setup.
3. Press ▲ or ▼ to display Receive Mode.
 Press Receive Mode.
4. Press Fax Only, Fax/Tel, External TAD or Manual.
5. Press **Stop/Exit**.

The LCD will display the current receive mode.

Using receive modes

Some receive modes answer automatically (`Fax Only` and `Fax/Tel`). You may want to change the Ring Delay before using these modes. (See *Ring Delay* on page 35.)

Fax Only

`Fax Only` mode will automatically answer every call as a fax.

Fax/Tel

`Fax/Tel` mode helps you automatically manage incoming calls, by recognizing whether they are fax or voice calls and handling them in one of the following ways:

- Faxes will be automatically received.
- Voice calls will start the F/T ring to tell you to pick up the line. The F/T ring is a fast double ring made by your machine.

(Also see *F/T Ring Time (Fax/Tel mode only)* on page 35 and *Ring Delay* on page 35.)

Manual

`Manual` mode turns off all automatic answering functions unless you are using the Distinctive Ring Receive feature.

To receive a fax in Manual mode lift the handset of the external telephone or press **Hook**. When you hear fax tones (short repeating beeps), press **Black Start** or **Color Start**, and choose `Receive` to receive the fax. You can also use the Easy Receive feature to receive faxes by lifting a handset on the same line as the machine.

(Also see *Easy Receive* on page 36.)

External TAD

`External TAD` mode lets an external answering device manage your incoming calls. Incoming calls will be handled in the following ways:

- Faxes will be automatically received.
- Voice callers can record a message on the external TAD.

(For more information see *Connecting an external TAD (telephone answering device)* on page 40.)

Receive Mode settings

Ring Delay

The Ring Delay setting sets the number of times the machine rings before it answers in `Fax Only` and `Fax/Tel` modes.

If you have external or extension telephones on the same line as the machine, keep the Ring Delay setting of 4. (See *Easy Receive* on page 36.)

1. Press `MENU`.
2. Press ▲ or ▼ to display `Fax`.
 Press `Fax`.
3. Press ▲ or ▼ to display `Setup Receive`.
 Press `Setup Receive`.
4. Press ▲ or ▼ to display `Ring Delay`.
 Press `Ring Delay`.
5. Press `0`, `1`, `2`, `3` or `4` for how many times the line rings before the machine answers.
6. Press **Stop/Exit**.

Note

Choose `0` in step ❺ to have the machine answer immediately.

F/T Ring Time (Fax/Tel mode only)

When somebody calls your machine, you and your caller will hear the normal telephone ring sound. The number of rings is set by the Ring Delay setting.

If the call is a fax, then your machine will receive it; however, if it is a voice call the machine will sound the F/T ring (a fast double-ring) for the time you have set in the F/T Ring Time setting. If you hear the F/T ring it means that you have a voice caller on the line.

Because the F/T ring is made by the machine, extension and external telephones will *not* ring; however, you can still answer the call on any telephone. (For more information see *Using Remote Codes* on page 43.)

1. Press `MENU`.
2. Press ▲ or ▼ to display `Fax`.
 Press `Fax`.
3. Press ▲ or ▼ to display `Setup Receive`.
 Press `Setup Receive`.
4. Press ▲ or ▼ to display `F/T Ring Time`.
 Press `F/T Ring Time`.
5. Press how long the machine will ring to alert you that you have a voice call (20, 30, 40 or 70 seconds).
6. Press **Stop/Exit**.

Easy Receive

If Easy Receive is On:

The machine can receive a fax automatically, even if you answer the call. When you see Receiving on the LCD or hear a click on the phone line through the handset you are using, just replace the handset. Your machine will do the rest.

If Easy Receive is Off:

If you are at the machine and answer a fax call first by lifting the external handset, then press **Black Start** or **Color Start**, and then press Receive to receive the Fax.

If you answered at an extension telephone press ✳**51**.

Note

- If this feature is set to On, but your machine does not connect a fax call when you lift an extension telephone handset, press the fax receive code ✳**51**.
- If you send faxes from a computer on the same telephone line and the machine intercepts them, set Easy Receive to Off.

1. Press MENU.
2. Press ▲ or ▼ to display Fax.
 Press Fax.
3. Press ▲ or ▼ to display Setup Receive.
 Press Setup Receive.
4. Press ▲ or ▼ to display Easy Receive.
 Press Easy Receive.
5. Press On (or Off).
6. Press **Stop/Exit**.

6 Telephone services and external devices

Telephone line services

Voice Mail

If you have Voice Mail on the same telephone line as your Brother machine, Voice Mail and the Brother machine will conflict with each other when receiving incoming calls.

For example, if your Voice Mail is set to answer after 4 rings and your Brother machine is set to answer after 2 rings, then your Brother machine will answer first. This will prevent callers from being able to leave a message in your Voice Mail.

Similarly, if your Brother machine is set to answer after 4 rings and your Voice Mail is set to answer after 2 rings, then your Voice Mail will answer first. This will prevent your Brother machine from being able to receive an incoming fax, since Voice Mail cannot transfer the incoming fax back to the Brother machine.

To avoid conflicts between your Brother machine and your Voice Mail service, do one of the following:

Get the Distinctive Ring service from your telephone company. Distinctive Ring is a feature of your Brother machine that allows a person with one line to receive fax and voice calls through two different telephone numbers on that one line. Brother uses the term 'Distinctive Ring,' but telephone companies market the service under a variety of names, such as Custom Ringing, Personalized Ring, Smart Ring, RingMaster, Ident-A-Ring, Ident-A-Call, Data Ident-A-Call, Teen Ring, and SimpleBiz Fax & Alternate Number Ringing. This service establishes a second telephone number on the same line as your existing telephone number, and each number has its own ring pattern. Typically, the original number rings with the standard ring pattern and is used for receiving voice calls, and the second number rings with a different ring pattern and is used for receiving faxes. (See *Distinctive Ring* on page 38.)

OR

Set your Brother machine's Receive Mode to "Manual". Manual Mode requires that you answer every incoming call if you want to be able to receive a fax. If the incoming call is a telephone call, then complete the call as you normally would. If you hear fax sending tones you must transfer the call to the Brother machine. (See *Using external and extension telephones* on page 42.) Unanswered fax and voice calls will go to your Voice Mail. (To set the machine in **MANUAL** Mode, see *Choose the correct Receive Mode* on page 32.)

Distinctive Ring

Distinctive Ring is a function of your Brother machine that allows a person with one line to receive fax and voice calls through two different phone numbers on that one line. Brother uses the term "Distinctive Ring," but telephone companies market the service under a variety of names, such as Smart Ring, Ring Master or Ident-a-Ring. This service establishes a second telephone number on the same line as your existing telephone number, and each number has its own ring pattern. Typically, the original number rings with the standard ring pattern and is used for receiving voice calls, and the second number rings with a different ring pattern and is used for receiving faxes.

Note

- You must pay for your telephone company's Distinctive Ring service before you program the machine to work with it.
- Please call your telephone company for availability and rates.

What does your telephone company's 'Distinctive Ring' do?

Your telephone company's Distinctive Ring service allows you to have more than one number on the same telephone line. **If you need more than one telephone number, it is cheaper than paying for an extra line.** Each telephone number has its own distinctive ring pattern, so you will know which telephone number is ringing. This is one way you can have a separate telephone number for your machine.

Note

Please call your telephone company for availability and rates.

What does Brother's 'distinctive ring' do?

The Brother machine has a Distinctive Ring feature that allows you to use your machine to take full advantage of the telephone company's Distinctive Ring service. The new telephone number on your line can just receive faxes.

Note

You must pay for your telephone company's Distinctive Ring service before you program the machine to work with it.

Do you have Voice Mail?

If you have Voice Mail on the telephone line that you will install your new machine on, *there is a strong possibility that Voice Mail and the machine will conflict with each other while receiving incoming calls.* **However, the Distinctive Ring feature allows you to use more than one number on your line, so both Voice Mail and the machine can work together without any problems.** If each one has a separate telephone number, neither will interfere with the other's operations.

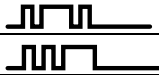
If you decide to get the Distinctive Ring service from the telephone company, you will need to follow the directions below to 'register' the new Distinctive Ring pattern they give you. This is so your machine can recognize its incoming calls.

Note

You can change or cancel the Distinctive Ring pattern at any time. You can switch it off temporarily, and turn it back on later. When you get a new fax number, make sure you reset this feature.

Before you choose the ring pattern to register

You can only register one Distinctive Ring pattern with the machine. Some ring patterns cannot be registered. The ring patterns below are supported by your Brother machine. Register the one your telephone company gives you.

Ring Pattern	Rings	
1	long-long	
2	short-long-short	
3	short-short-long	
4	very long (normal pattern)	

Note

- Ring Pattern #1 is often called Short-Short and is the most commonly used.
- If the ring pattern you received is not on this chart, **please call your telephone company and ask for one that is shown**.

- The machine will only answer calls to its registered number.
- The first two rings are silent on the machine. This is because the fax must <<listen>> to the ring pattern (to compare it to the pattern that was ‘registered’). (Other telephones on the same line will ring.)
- If you program the machine properly, it will recognize the registered ring pattern of the ‘fax number’ within 2 ring patterns and then answer with a fax tone. When the ‘voice number’ is called, the machine will not answer.

Registering the distinctive ring pattern Very important!

After you have set the Distinctive Ring feature to On, your Distinctive Ring number will receive faxes automatically. The receive mode is automatically set to `Manual` and you cannot change it to another receive mode while Distinctive Ring is set to On. This ensures the Brother machine will only answer the Distinctive Ring number and not interfere when your main telephone number is called.

1. Press `MENU`.
2. Press ▲ or ▼ to display `Fax`.
 Press `Fax`.
3. Press ▲ or ▼ to display `Miscellaneous`.
 Press `Miscellaneous`.
4. Press `Distinctive`.
5. Press `Set`.
6. Press the stored ring pattern you want to use.
 Press `OK`.
 (You will hear each pattern as you press four buttons. Make sure you choose the pattern that the telephone company gave you.)
7. Press **Stop/Exit**.
 Distinctive Ring is now set to On.

Turning off distinctive ring

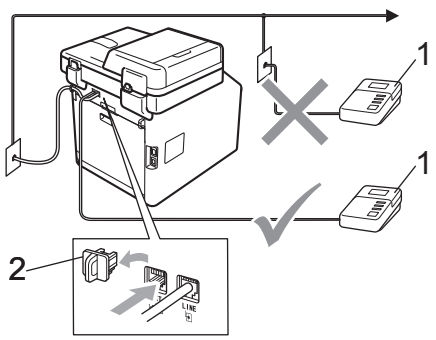
1. Press MENU.
2. Press ▲ or ▼ to display Fax.
 Press Fax.
3. Press ▲ or ▼ to display Miscellaneous.
 Press Miscellaneous.
4. Press Distinctive.
5. Press Off.
6. Press **Stop/Exit**.

Note

If you do not want to receive faxes on your Distinctive Ring number, you can turn off Distinctive Ring. The machine will stay in Manual receive mode so you will need to set the Receive Mode again. (See *Choose the correct Receive Mode* on page 32.)

Connecting an external TAD (telephone answering device)

You can connect an external Telephone Answering Device (TAD) to the same line as your machine. When the TAD answers a call, your machine will “listen” for the CNG (fax calling) tones sent by a sending fax machine. If it hears them it will take over the call and receive the fax. If it does not hear them, it will let your TAD take a voice message and the display will show Telephone.
The external TAD must answer within four rings (we recommend you set it to two rings). This is because your machine cannot hear the CNG tones until the external TAD has picked up the call. The sending machine will send CNG tones for only eight to ten seconds longer. We do not recommend using the toll saver feature on your external TAD if it needs more than four rings to activate it.
Unless you are using Distinctive Ring, the TAD must be connected to the EXT. jack of the machine.
Before you connect an external TAD (telephone answering device), remove the protective cap (2) from the EXT. jack on the machine.



1 TAD

2 Protective Cap

Note

If you have problems receiving faxes, reduce the ring delay setting on your external TAD.

Connections

The external TAD must be plugged into the back of the machine, into the jack labeled EXT. Your machine cannot work properly if you plug the TAD into a wall jack (unless you are using Distinctive Ring).

1. Plug the telephone line cord from the telephone wall jack into the back of the machine, in the jack labeled LINE.
2. Plug the telephone line cord from your external TAD into the back of the machine, in the jack labeled EXT. (Make sure this cord is connected to the TAD at the TAD's telephone line jack, and not its handset jack.)
3. Set your external TAD to four rings or less. (The machine's Ring Delay setting does not apply.)
4. Record the outgoing message on your external TAD.
5. Set the TAD to answer calls.
6. Set the Receive Mode to `External TAD`. (See *Choose the correct Receive Mode* on page 32.)

Recording an outgoing message (OGM)

1. Record 5 seconds of silence at the beginning of your message. This allows your machine time to listen for fax tones.
2. Limit your speaking to 20 seconds.
3. End your 20-second message by giving your Fax Receive Code for people sending manual faxes. For example: "After the beep, leave a message or press ✳**51** and **Start** to send a fax."

Note

We recommend beginning your OGM with an initial 5 second silence because the machine cannot hear fax tones over a loud voice. You may try leaving out this pause, but if your machine has trouble receiving, then you should re-record the OGM to include it.

Multi-line connections (PBX)

We suggest you ask the company who installed your PBX to connect your machine. If you have a multi line system we suggest you ask the installer to connect the unit to the last line on the system. This prevents the machine being activated each time the system receives telephone calls. If all incoming calls will be answered by a switchboard operator we recommend that you set the Receive Mode to `Manual`.

We cannot guarantee that your machine will operate properly under all circumstances when connected to a PBX. Any difficulties with sending or receiving faxes should be reported first to the company who handles your PBX.

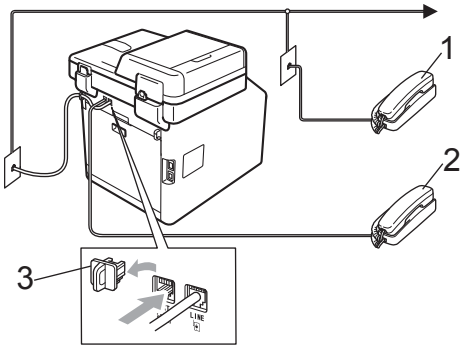
External and extension telephones

Connecting an external or extension telephone

You can connect a separate telephone directly to your machine as shown in the diagram below.

Connect the telephone line cord to the jack labeled EXT.

Before you connect an external telephone, remove the protective cap (3) from the EXT. jack on the machine.



1 Extension telephone

2 External telephone

3 Protective Cap

When you are using an external telephone, the LCD shows `Telephone`.

Using external and extension telephones

Using extension telephones

If you answer a fax call at an extension telephone, you can make your machine receive the fax by pressing the Fax Receive Code ✳**51**.

If the machine answers a voice call and pseudo/double-rings for you to take over, you can take the call at an extension telephone by pressing the Telephone Answer Code **#51**. (See *F/T Ring Time (Fax/Tel mode only)* on page 35.)

Using an external telephone (Connected to the EXT. jack of the machine)

If you answer a fax call at the external telephone connected to the EXT jack of the machine, you can make the machine receive the fax by pressing **Black Start** or **Color Start** and choosing `Receive`.

If the machine answers a voice call and pseudo/double-rings for you to take over, you can take the call at the external telephone by pressing **Hook**.

If you answer a call and no one is on the line:

You should assume that you're receiving a manual fax.

Press ✳**51** and wait for the chirp or until the LCD shows `Receiving`, and then hang up.

Note

You can also use the Easy Receive feature to make your machine automatically take the call. (See *Easy Receive* on page 36.)

Using a non-Brother cordless external handset

If your non-Brother cordless telephone is connected to the EXT. jack of the machine (see page 42) and you typically carry the cordless handset elsewhere, it is easier to answer calls during the Ring Delay.

If you let the machine answer first, you will have to go to the machine so you can press **Hook** to transfer the call to the cordless handset.

Using Remote Codes

Fax Receive Code

If you answer a fax call on an extension telephone, you can tell your machine to receive it by pressing the Fax Receive Code ✳**51**. Wait for the chirping sounds then replace the handset. (See *Easy Receive* on page 36.)

If you answer a fax call at the external telephone, you can make the machine receive the fax by pressing **Black Start** or **Color Start**.

Telephone Answer Code

If you receive a voice call and the machine is in F/T mode, it will start to sound the F/T (double-ring) after the initial ring delay. If you pick up the call on an extension telephone you can turn the F/T ring off by pressing **#51** (make sure you press this *between* the rings).

If the machine answers a voice call and pseudo/double-rings for you to take over, you can take the call at the external telephone by pressing **Hook**.

Changing the Remote Codes

The preset Fax Receive Code is ✳**51**. The preset Telephone Answer Code is **#51**. If you are always disconnected when accessing your External TAD, try changing the three-digit remote codes, for example **###** and 999.

1. Press `MENU`.
2. Press ▲ or ▼ to display `Fax`.
 Press `Fax`.
3. Press ▲ or ▼ to display `Setup Receive`.
 Press `Setup Receive`.
4. Press ▲ or ▼ to display `Remote Codes`.
 Press `Remote Codes`.
5. Press `On` (or `Off`).
6. If you chose `On` in step ❺, enter the new Fax Receive Code.
 Press `OK`.
7. Enter the new Telephone Answer Code.
 Press `OK`.
8. Press **Stop/Exit**.

7 Dialing and storing numbers

How to dial

You can dial in any of the following ways.

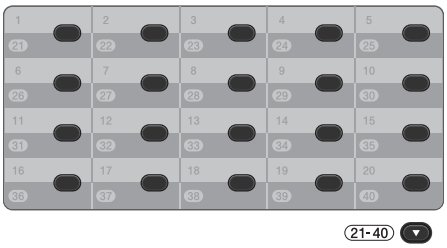
Manual dialing

Use the dial pad to enter all the digits of the telephone or fax number.



One touch dialing

Press the One Touch key that stores the number you want to call. (See *Storing One Touch Dial numbers* on page 48.)



To dial One Touch numbers 21 to 40, hold down **21-40** as you press the One Touch key.

Speed dialing

1. Press `Address Book`.
2. Press the three-digit number you want to call. You can also display the numbers in alphabetical order by pressing #001 A on the Touchscreen.
3. Press `Send a fax` or `Send a E-mail`.
4. Press **Black Start** or **Color Start**.

Note

If the LCD shows `Not Registered` when you enter or search a Speed Dial number, a number has not been stored at this location.

Search

You can search alphabetically for names you have stored in the One Touch and Speed Dial memories. (See *Storing One Touch Dial numbers* on page 48 and *Storing Speed Dial numbers* on page 50.)

1. Press `Address Book`.
2. Press  on the Touchscreen.
3. Press the first few letters of the name on the Touchscreen.
 Press `OK`.
4. Press ▲ or ▼ to scroll until you find the name you are looking for.
 Press the name you are looking for.
5. Press `Send a fax` or `Send a E-mail`.
6. Press **Black Start** or **Color Start**.

Note

- If the LCD shows `Results cannot be found.` when you enter the first few letters of the name, it means that a name for the letter is not stored.
- One Touch Dial number and Speed Dial numbers stored without the name cannot be retrieved by the search function.

LDAP search

If the machine is connected to your LDAP server, you can search for information such as fax numbers and E-mail addresses from your server. (For details about how to set up LDAP see the *Network User's Guide*.)

Fax redial

If you are sending a fax manually and the line is busy, press **Redial/Pause** and try it again. You can call the last number dialed, by pressing **Redial/Pause**.

Redial/Pause only works if you dialed from the control panel.

If you are sending a fax automatically and the line is busy, the machine will automatically redial one time after five minutes.

Storing numbers

You can set up your machine to do the following types of easy dialing: One Touch, Speed Dial and Groups for Broadcasting faxes. You can also specify the default resolution for each One Touch and Speed Dial number. When you dial a quick dial number, the LCD shows the name, if you stored it, or the number. A scan profile can also be stored along with the fax number.

If you lose electrical power, the quick dial numbers stored in the memory will not be lost.

A scan profile is the resolution and other scan settings that you choose when you store a number.

Storing a pause

Press `Pause` to insert a 3.5-second pause between numbers. You can press `Pause` as many times as needed to increase the length of the pause.

One Touch and Speed Dial Storage Options

The following chart shows the selections for the settings for One Touch and Speed Dial numbers.

When you store numbers, the LCD instructs you to choose from the options shown in the following steps.

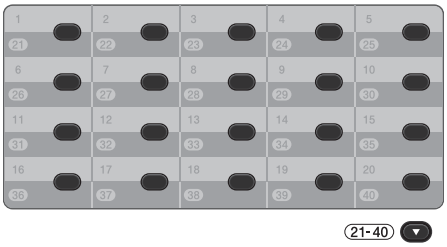
Step 1 Enter Name	Step 2 Select Registration Type	Step 3 Enter Number or E-mail Address	Step 4 Select Resolution	Step 5 Select File type
Enter the name you want to store or Press OK	Fax	Enter the Fax Number	Standard, Fine, S.Fine, Photo	-
	IFAX	Enter the E-mail Address	Standard, Fine, Photo	-
	E-Mail B&W PDF		200 dpi, 200 x 100 dpi	PDF, PDF/A, Secure PDF, Signed PDF
	E-Mail B&W TIFF		200 dpi, 200 x 100 dpi	-
	E-Mail Color PDF		100 dpi, 200 dpi, 300 dpi, 600 dpi	PDF, PDF/A, Secure PDF, Signed PDF
	E-Mail Color JPEG		100 dpi, 200 dpi, 300 dpi, 600 dpi	-
	E-Mail Color XPS		100 dpi, 200 dpi, 300 dpi, 600 dpi	-
	E-Mail Gray PDF		100 dpi, 200 dpi, 300 dpi	PDF, PDF/A, Secure PDF, Signed PDF
	E-Mail Gray JPEG		100 dpi, 200 dpi, 300 dpi	-
	E-Mail Gray XPS		100 dpi, 200 dpi, 300 dpi	-

Note

- If you choose Signed PDF, you must install a certificate on your machine using Web Based Management. Choose **Configure Signed PDF Settings** from **Administrator Settings** in Web Based Management. For how to install a certificate, see the *Network User's Guide*.
- PDF/A is a PDF file format intended for long-term archiving. This format contains all the necessary information to be able to reproduce the document after long-term storage.
- A Signed PDF helps prevent data tampering and the impersonation of an author by including a digital certificate within the document.

Storing One Touch Dial numbers

Your machine has 20 One Touch keys where you can store 40 fax or telephone numbers or E-mail addresses for automatic dialing. To access numbers 21 to 40, hold down **21-40** as you press the One Touch key.



1. Press the One Touch key where you want to store the number or E-mail address.
 If a number or E-mail address is not stored there, the LCD shows
 `Not Registered`
 `Register Now?.`
 Press `Yes`.
 Or, you can use the LCD buttons by pressing `Address Book`, `More` and `Set One Touch Dial`, and then enter the number of the One Touch key where you want to store the number or E-mail address and press `OK`.

Note

If the One Touch number you choose is already taken, the `OK` button on the LCD will not work. Choose a different number.

2. Do one of the following:
 - Enter the name (up to 15 characters) by pressing the buttons on the Touchscreen. Use the chart on *Entering text* on page 176 to help you enter letters.
 Press `OK`.
 - Press `OK` to store the number or E-mail address without a name.

3. Press ◄ or ► to select
 `Fax`,
 `IFAX`,
 `E-Mail B&W PDF`,
 `E-Mail B&W TIFF`,
 `E-Mail Color PDF`,
 `E-Mail Color JPEG`,
 `E-Mail Color XPS`,
 `E-Mail Gray PDF`,
 `E-Mail Gray JPEG`,
 `E-Mail Gray XPS`.

4. Enter the telephone, fax number (up to 20 characters each) or E-mail address (up to 60 characters each). Use the chart on *Entering text* on page 176 to help you enter letters.
 Press `OK`.

Note

- If you selected an E-mail Registration Type in step ❸ and save the E-mail address, you can only use the E-mail address when you are in Scan mode.
- If you selected the IFAX Registration Type in step ❸ and save the E-mail address, you can only use the E-mail address when you are in Fax mode.

5 To save a fax/scan resolution along with the fax number/E-mail address, go to the appropriate step as shown in the following table.

Option selected in step ❸	Go to step
Fax	❻
IFAX	❼
E-Mail B&W PDF	❽
E-Mail B&W TIFF	
E-Mail Color PDF	❾
E-Mail Color JPEG	
E-Mail Color XPS	
E-Mail Gray PDF	❿
E-Mail Gray JPEG	
E-Mail Gray XPS	

Note

- When you do a broadcast and you have saved a scan profile along with the number or E-mail address, the scan profile of the One Touch, Speed Dial or Group number you chose *first* will be applied to the broadcast.
- For details about the file format, see *Using the SCAN key* in the *Software User's Guide*.

6 Select the resolution from Standard, Fine, S.Fine or Photo and go to step ⓬.

7 Select the resolution from Standard, Fine or Photo and go to step ⓬.

8 Select the resolution from 200 dpi or 200 x 100 dpi.

- If you chose E-Mail B&W PDF, go to step ⓫.
- If you chose E-Mail B&W TIFF, go to step ⓬.

9 Select the resolution from 100 dpi, 200 dpi, 300 dpi or 600 dpi.

- If you chose E-Mail Color PDF, go to step ⓫.
- If you chose E-Mail Color JPEG or E-Mail Color XPS, go to step ⓬.

10 Select the resolution from 100 dpi, 200 dpi or 300 dpi.

- If you chose E-Mail Gray PDF, go to step ⓫.
- If you chose E-Mail Gray JPEG or E-Mail Gray XPS, go to step ⓬.

11 Select the PDF type from PDF, PDF/A, Secure PDF or Signed PDF that will be used to send to your PC.

Note

If you choose Secure PDF, the machine will ask you to enter a fou-digit password using numbers 0-9 before it starts scanning.

12 When the LCD displays your settings, press OK to confirm.

13 Press **Stop/Exit**.

Storing Speed Dial numbers

You can store your frequently used numbers as Speed Dial numbers, so that when you dial you will only have to press a few keys (for example: press Address Book, the number you want to call and Send a fax). The machine can store 300 Speed Dial numbers (001-300).

1. Press Address Book.
2. Press More.
3. Press Set Speed Dial.
4. Do one of the following:
 - Enter the name (up to 15 characters) by pressing the buttons on the Touchscreen. Use the chart on *Entering text* on page 176 to help you enter letters.

 Press OK.
 - Press OK to store the number or E-mail address without a name.
5. Press ◄ or ► to select
 Fax,
 IFAX,
 E-Mail B&W PDF,
 E-Mail B&W TIFF,
 E-Mail Color PDF,
 E-Mail Color JPEG,
 E-Mail Color XPS,
 E-Mail Gray PDF,
 E-Mail Gray JPEG,
 E-Mail Gray XPS.
6. Enter the fax/telephone number (up to 20 characters each) or E-mail address (up to 60 characters each). Use the chart on *Entering text* on page 176 to help you enter letters.
 Press OK.

Note

- If you selected an E-mail Registration Type in step ❺ and save the E-mail address, you can only use the E-mail address when you are in Scan mode.
- If you selected the IFAX Registration Type in step ❺ and save the E-mail address, you can only use the E-mail address when you are in Fax mode.

7. To save a fax/scan resolution along with the fax number/E-mail address, go to the appropriate step as shown in the following table.

Option selected in step ❺	Go to step
Fax	❽
IFAX	❾
E-Mail B&W PDF	❿
E-Mail B&W TIFF	
E-Mail Color PDF	⓫
E-Mail Color JPEG	
E-Mail Color XPS	
E-Mail Gray PDF	⓬
E-Mail Gray JPEG	
E-Mail Gray XPS	

Note

- When you do a broadcast and you have saved a scan profile along with the number or E-mail address, the scan profile of the One Touch, Speed Dial or Group number you chose *first* will be applied to the broadcast.
- For details about the file format, see *Using the SCAN key* in the *Software User's Guide*.

8. Select the resolution from Standard, Fine, S.Fine or Photo and go to step ⓮.
9. Select the resolution from Standard, Fine or Photo and go to step ⓮.

10 Select the resolution from `200 dpi` or `200 x 100 dpi`.

- If you chose `E-Mail B&W PDF`, go to step ⓭.
- If you chose `E-Mail B&W TIFF`, go to step ⓮.

11 Select the resolution from `100 dpi`, `200 dpi`, `300 dpi` or `600 dpi`.

- If you chose `E-Mail Color PDF`, go to step ⓭.
- If you chose `E-Mail Color JPEG` or `E-Mail Color XPS`, go to step ⓮.

12 Select the resolution from `100 dpi`, `200 dpi` or `300 dpi`.

- If you chose `E-Mail Gray PDF`, go to step ⓭.
- If you chose `E-Mail Gray JPEG` or `E-Mail Gray XPS`, go to step ⓮.

13 Select the PDF type from `PDF`, `PDF/A`, `Secure PDF` or `Signed PDF` that will be used to send to your PC.

Note

If you choose `Secure PDF`, the machine will ask you to enter a four-digit password using numbers 0-9 before it starts scanning.

14 Enter a three-digit Speed Dial location number (001-300).
Press `OK`.

15 When the LCD displays your settings, press `OK` to confirm.

16 Press **Stop/Exit**.

Changing or Deleting One Touch and Speed Dial numbers

You can change or delete a One Touch or Speed Dial number that has already been stored.

If the stored number has a scheduled job, such as a delayed fax or a fax forwarding number, it will be dimmed on the LCD. You cannot select the number to make changes or to delete it unless you first cancel the scheduled job. (See *Checking and canceling waiting jobs* in *chapter 3* of the *Advanced User's Guide*.)

1 Press `Address Book`.

2 Press `More`.

3 Do one of the following:

- Press `Change` to edit the name, number or E-mail address and go to step ❹.
- Press `Delete` to delete all information in a Speed Dial or One Touch number.

 Select the number you want to delete by pressing it to display a red check mark.

 Press `OK`.

 When `Erase This Data?` appears, press `Yes` to accept it.

 Go to step ❽.

4 Press ▲ or ▼ to display the number you want to change.
Press the number you want to change.

Note

One Touch Dial numbers begin with ✳.
Speed Dial numbers begin with #.

5 Press `Name:`
`Number/Address:`
`Resolution:` or
`PDF Type:`

6 Do one of the following:

- If you chose `Name:`, enter the name (up to 15 characters) by pressing the buttons on the Touchscreen.

 Press `OK`.

- If you chose `Number/Address:`, enter the new number (up to 20 digits) or E-mail address (up to 60 digits) by pressing the buttons on the Touchscreen.

 Press `OK`.

- If you chose `Resolution:`, press one of the available resolution options displayed on the Touchscreen.

- If you chose `PDF Type:`, press one of the available file type options displayed on the Touchscreen.

Note

How to change the stored name or number:

If you want to change a character, press ◀ or ▶ to position the cursor under the character you want to change, and then press ⌫. Re-enter the character.

The LCD will display your new setting.

7 Do one of the following:

- When you are finished making changes, press `OK`.
- To change more details, go to step 6.

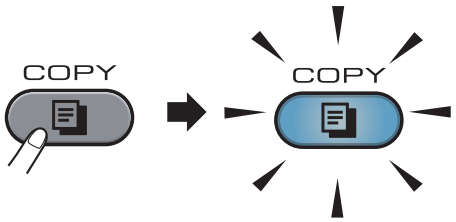
8 Press **Stop/Exit**.

8 Making copies

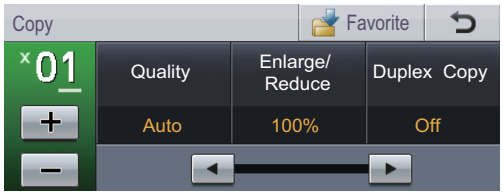
How to copy

The following steps show the basic copy operation. For details about each option, see *Advanced User's Guide*.

1. When you want to make a copy, press (**COPY**) to illuminate it in blue.
 - Make sure you are in Copy mode.



 - The LCD shows:



 You can enter the number of copies you want by pressing the + and - buttons on the Touchscreen.

Note

The default setting is Fax mode. You can change the amount of time that the machine stays in Copy mode after the last copy operation. (See *Mode Timer* in *Chapter 1* of the *Advanced User's Guide*.)

2. Do one of the following to load your document:
 - Place the document *face up* in the ADF. (See *Using the automatic document feeder (ADF)* on page 26.)
 - Load your document *face down* on the scanner glass. (See *Using the scanner glass* on page 27.)

3. Press **Black Start** or **Color Start**.

Note

If the LCD shows `Please Wait` and the machine stops copying while you are making multiple copies, please wait for 30 to 40 seconds until the machine finishes the color registrations and cleaning process of the belt unit.

Stop copying

To stop copying, press **Stop/Exit**.

Copy settings

Press **COPY** and then press ◄ or ► to choose the setting you want. For details about changing the copy settings, see *Copy settings* in *Chapter 7* of the *Advanced User's Guide*.

You can change the following copy settings:

- `Quality`
- `Enlarge/Reduce`
- `Duplex Copy`
- `Tray Use`
- `Brightness`
- `Contrast`
- `Stack/Sort`
- `Page Layout`
- `2in1(ID)` (Page Layout)
- `Color Adjust` (Saturation)
- `Set New Default`
- `Factory Reset`
- `Favorite Settings`

9 Printing data from a USB Flash memory drive or digital camera supporting mass storage

With the Direct Print feature, you do not need a computer to print data. You can print by just plugging your USB Flash memory drive into the machine's USB direct interface. You can also connect and print directly from a camera set to USB mass storage mode.

Note

- Some USB Flash memory drives may not work with the machine.
- If your camera is in PictBridge mode, you cannot print data. Please refer to the documentation supplied with your camera to switch from PictBridge mode to mass storage mode.

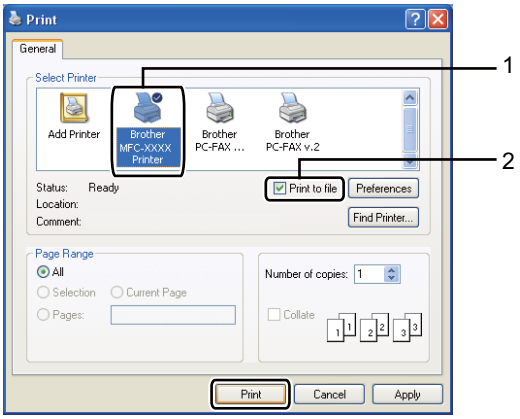
Creating a PRN or PostScript® 3™ file for direct printing

Note

The screens in this section may vary depending on your application and operating system.

1. From the menu bar of an application, click **File**, then **Print**.

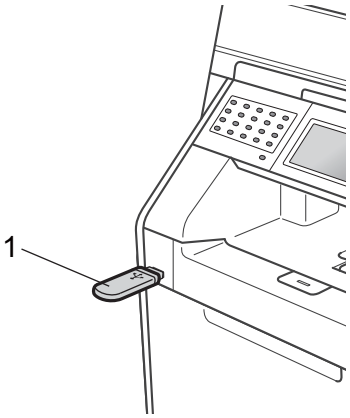
2. Choose **Brother MFC-XXXX Printer** (1) and check the **Print to file** box (2). Click **Print**.

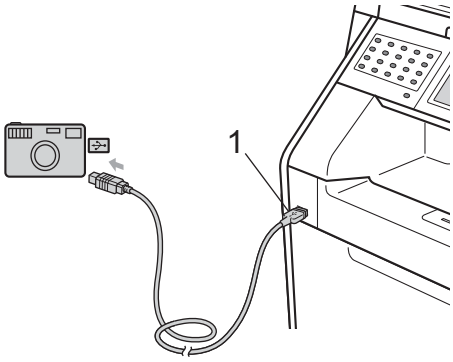


3. Choose the folder you want to save the file to and enter the file name if you are prompted to.
If you are prompted for a file name only, you can also specify the folder you want to save the file in by entering the directory name. For example: C:\Temp\FileName.prn
If you have a USB Flash memory drive or digital camera connected to your computer, you can save the file directly to the USB Flash memory drive.

Printing data directly from the USB Flash memory drive or digital camera supporting mass storage

1. Connect your USB Flash memory drive or digital camera to the USB direct interface (1) on the front of the machine. Press `Direct Print`. Your machine will enter Direct Print Mode.





Note

- Make sure your digital camera is turned on.
- If your machine has been set to Secure Function Lock `On`, you may not be able to access Direct Print. (For explanations about error messages that may occur, see *Switching Users* in *chapter 2* of the *Advanced User's Guide*.)

2. Press ▲ or ▼ to choose the folder name and file name you want to print.
 If you have chosen the folder name, press ▲ or ▼ to choose the file name you want to print.

Note

- Your digital camera must be switched from PictBridge mode to mass storage mode.
- If you want to print an index of the files, press `Index Print` on the Touchscreen. Press **Black Start** or **Color Start** to print the data.
- When the machine is in Deep Sleep mode, the LCD does not show any information even if you connect a USB flash memory drive to the USB direct interface. Press the Touchscreen or any key to wake up the machine. Press `Direct Print` on the Touchscreen, the LCD will show the Direct Print menu.

3. Enter the number of copies you want by pressing the `+` and `-` buttons on the Touchscreen.

4. Do one of the following:
 - Press `Print Settings`. Go to step ❺.
 - If you do not need to change the current default settings, go to step ❼.

5 Press ▲ or ▼ to display an option setting you need to change.
Press the option and change the setting.

Note

- You can choose the following settings:

 `Paper Size`

 `Paper Type`

 `Multiple Page`

 `Orientation`

 `Duplex`

 `Collate`

 `Tray Use`

 `Print Quality`

 `PDF Option`

- Depending on the file type, some of these settings may not appear.

6 Do one of the following:

- If you want to change other option settings repeat step ❺.
- If you do not want to change any other options, press ⮌ and go to step ❼.

7 Press **Black Start** or **Color Start** to print the data.

IMPORTANT

- To prevent damage to your machine, DO NOT connect any device other than a digital camera or USB Flash memory drive to the USB direct interface.
- DO NOT remove the USB Flash memory drive or digital camera from the USB direct interface until the machine has finished printing.

Changing the default settings for direct print

You can change the default settings for Direct Print.

1 Connect your USB Flash memory drive or digital camera to the USB direct interface on the front of the machine.

2 Press `Direct Print` on the LCD.

3 Press `Default Settings`.

4 Press ▲ or ▼ to display the setting you want to change.
Press the setting.

5 Press the new option you want. Repeat steps ❹ to ❺ for each setting you want to change.

Note

How to display all available options:

When the LCD displays the ◀ and ▶ buttons, press ◀ or ▶ to display all available options.

10 How to print from a computer

Printing a document

The machine can receive data from your computer and print it. To print from a computer, install the printer driver. (See *Printing* for Windows® or *Printing and Faxing* for Macintosh in the *Software User's Guide* for details about the print settings.)

1. Install the Brother printer driver on the Installation CD-ROM. (See the *Quick Setup Guide*.)
2. From your application, choose the Print command.
3. Choose the name of your machine in the **Print** dialog box and click **Properties**.
4. Choose the settings you want in the **Properties** dialog box.
 - **Paper Size**
 - **Orientation**
 - **Copies**
 - **Media Type**
 - **Print Quality**
 - **Color / Mono**
 - **Multiple Page**
 - **Duplex / Booklet**
 - **Paper Source**

 Click **OK**.
5. Click **OK** to begin printing.

11 How to scan to a computer

Scanning a document as PDF file using ControlCenter4 (Windows®)

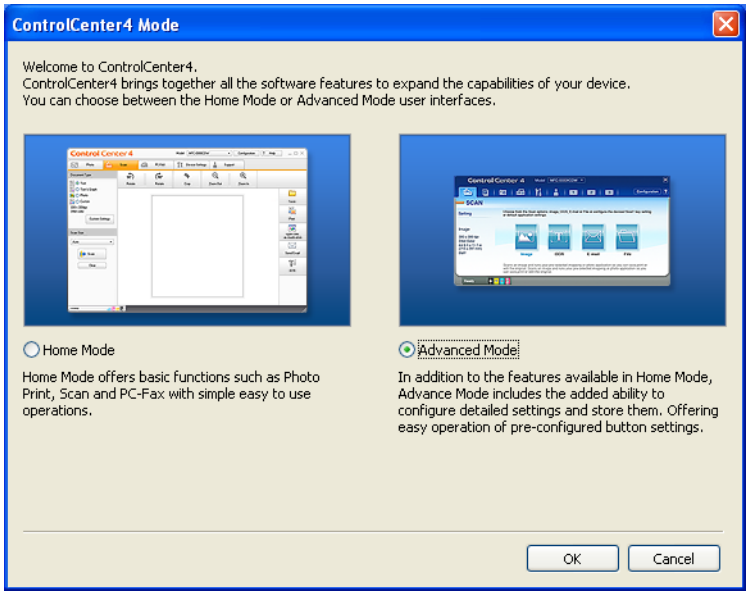
(For Macintosh users) See *Scanning* in the *Software User's Guide*.

Note

The screens on your PC may vary depending on your model.

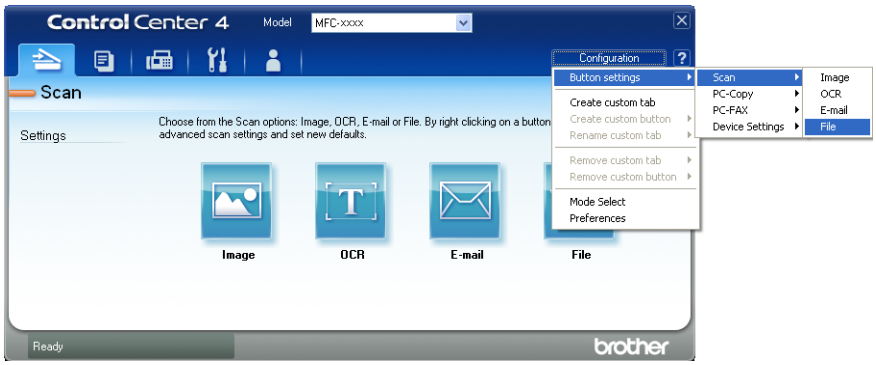
ControlCenter4 is a software utility that lets you quickly and easily access the applications you use most often. Using ControlCenter4 eliminates the need to manually launch specific applications. You can use ControlCenter4 on your computer.

1. Load your document. (See *How to load documents* on page 26.)
2. Open ControlCenter4 by clicking **start**/**All Programs**/**Brother**/**XXX-XXXX** (where XXX-XXXX is your model name)/**ControlCenter4**. The ControlCenter4 application will open.
3. Choose **Home Mode** or **Advanced Mode** before you use ControlCenter4.

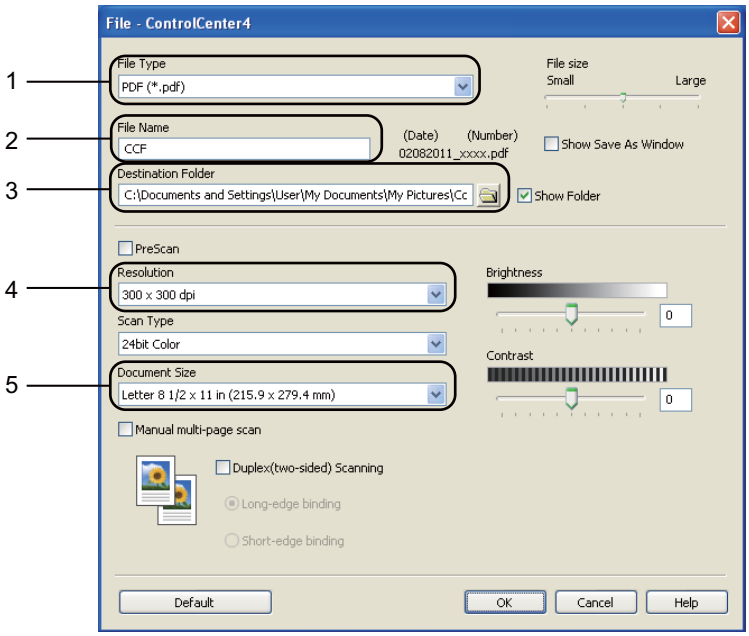


4. Make sure the machine you want to use is selected from the **Model** pull-down list.

5 Set the file type for saving to a folder. By default, the scanned data is saved as **JPEG (*.jpg)**. Click **Configuration**, and then select **Button settings**, **Scan** and **File**.



The configuration dialog box appears. You can change the default settings.



1 Choose **PDF (*.pdf)** from the **File Type** pull-down list.

2 You can enter the file name you want to use for the document.

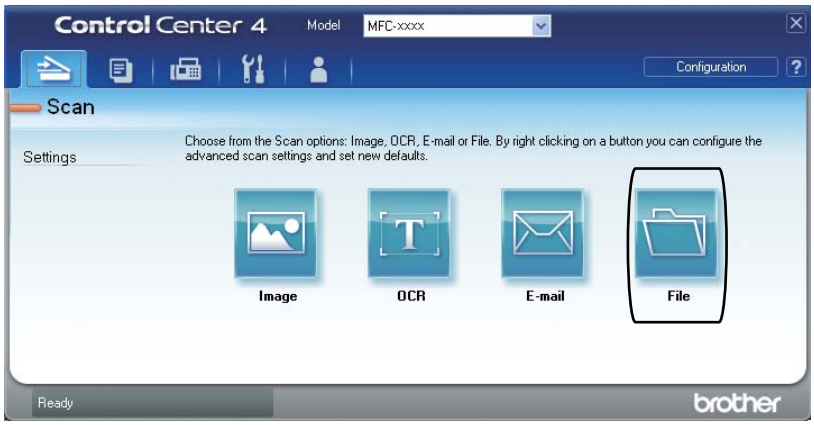
3 You can save the file to the default folder, or choose your preferred folder by clicking the **Browse** button.

4 You can choose a scanning resolution from the **Resolution** pull-down list.

5 You can choose the document size from the pull-down list.

6 Click **OK**.

7 Click **File**.
The machine starts the scanning process. The folder where the scanned data is saved will open automatically.



Changing the SCAN key settings

Before scanning

To use the machine as a scanner, install a scanner driver. If the machine is on a network, configure it with a TCP/IP address.

- Install the scanner drivers on the Installation CD-ROM. (See the *Quick Setup Guide*.)
- Configure the machine with a TCP/IP address if network scanning does not work. (See *Configuring Network Scanning* in the *Software User's Guide*.)

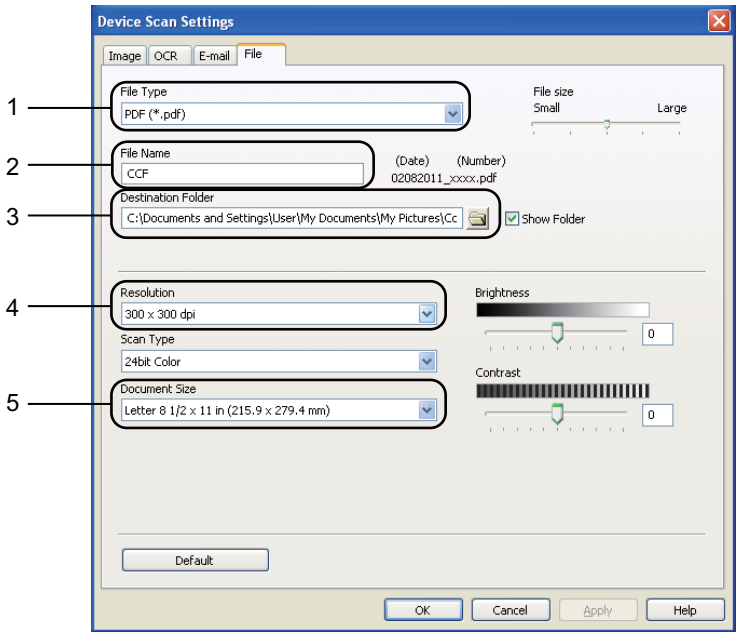
SCAN key settings

You can change your machine's **SCAN** key settings using ControlCenter4.

1. Open ControlCenter4 by clicking **start**/**All Programs**/**Brother**/**XXX-XXXX** (where XXX-XXXX is your model name)/**ControlCenter4**. The ControlCenter4 application will open.
2. Make sure the machine you want to use is selected from the **Model** pull-down list.
3. Click the **Device Settings** tab.
4. Click **Device Scan Settings**.



5 Choose the **File** tab. You can change the default settings.



1 You can choose the file type from the pull-down list.

2 You can enter the file name you want to use for the document.

3 You can save the file to the default folder, or choose your preferred folder by clicking the **Browse** button.

4 You can choose a scanning resolution from the **Resolution** pull-down list.

5 You can choose the document size from the pull-down list.

6 Click **OK**.

Scanning using the SCAN key

1. Load your document. (See *How to load documents* on page 26.)
2. Press (**SCAN**).
3. Press `Scan to PC`.
4. Press `File`.
5. (For Network users)
 Press ▲ or ▼ to choose the destination computer you want to send to.
 Press `OK`.
 If the LCD prompts you to enter a PIN number, enter the 4-digit PIN number for the destination computer using the dial pad on the control panel.
 Press `OK`.
6. Do one of the following:
 - If you want to change the duplex setting, press `Duplex Scan`. Then press `Off`, `DuplexScan :LongEdge` or `DuplexScan :ShortEdge`.
 - To start scanning without changing additional settings, go to step ❼.
7. Press **Black Start** or **Color Start**.
 The machine starts the scanning process.

Note

Choose the scan mode you want.

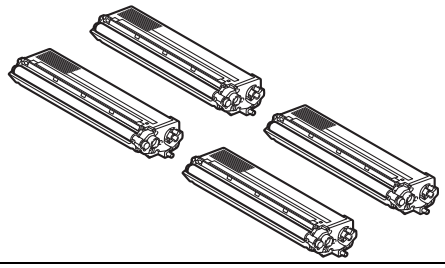
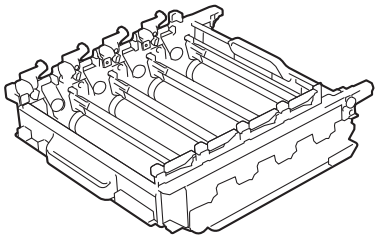
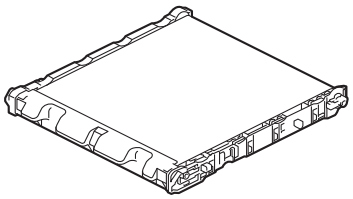
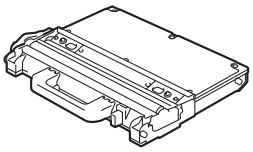
Scan to:

- `USB`
- `Network`
- `FTP`
- `E-mail` (Server)
- `E-mail` (Scan to PC)
- `Image` (Scan to PC)
- `OCR` (Scan to PC)
- `File` (Scan to PC)

A Routine maintenance

Replacing the consumable items

The following messages appear on the LCD in the Ready mode. These messages provide advanced warnings to replace the consumable items before they reach the end of their life. To avoid any inconvenience, you may want to buy spare consumable items before the machine stops printing.

Toner cartridge	Drum unit
See *Replacing a Toner cartridge* on page 68. Order No. TN-310BK, TN-315BK, TN-310C, TN-315C, TN-310M, TN-315M, TN-310Y, TN-315Y	See *Replacing the drum unit* on page 79. Order No. DR-310CL
	
Belt unit	**Waste toner box**
See *Replacing the belt unit* on page 86. Order No. BU-300CL	See *Replacing the waste toner box* on page 92. Order No. WT-300CL
	

LCD messages	Consumable item to replace	Approximate life	How to replace	Order No.
Toner Low Prepare New Toner Cartridge.X	Toner cartridge X = Black, Cyan, Magenta, Yellow	<Black> 2,500 pages [1 2 3] 6,000 pages [1 2 4] <Cyan, Magenta, Yellow> 1,500 pages [1 2 3] 3,500 pages [1 2 4]	See page 68.	TN-310BK [3], TN-315BK [4], TN-310C [3], TN-315C [4], TN-310M [3], TN-315M [4], TN-310Y [3], TN-315Y [4]
Replace Parts WT Box End Soon	Waste toner box	50,000 pages [1]	See page 92.	WT-300CL

1 Letter or A4 size single-sided pages.

2 Approx. cartridge yield is declared in accordance with ISO/IEC 19798.

3 Standard toner cartridge

4 High capacity toner cartridge

You will need to clean the machine regularly and replace the consumable items when the following messages are displayed on the LCD.

LCD messages	Consumable item to replace	Approximate life	How to replace	Order No.
Replace TonerX	Toner cartridge X = Black, Cyan, Magenta, Yellow	<Black> 2,500 pages [1 2 5] 6,000 pages [1 2 6] <Cyan, Magenta, Yellow> 1,500 pages [1 2 5] 3,500 pages [1 2 6]	See page 68.	TN-310BK [5], TN-315BK [6], TN-310C [5], TN-315C [6], TN-310M [5], TN-315M [6], TN-310Y [5], TN-315Y [6]
Replace Parts Drum Unit Drum Stop	Drum unit	25,000 pages [1 3 4]	See page 80.	DR-310CL
Replace Parts Belt Unit	Belt unit	50,000 pages [1]	See page 86.	BU-300CL
Replace WT Box	Waste toner box	50,000 pages [1]	See page 92.	WT-300CL
Replace Parts Fuser Unit	Fuser unit	100,000 pages [1]	Call your dealer or Brother Customer Service for a replacement fuser unit.	
Replace Parts Laser Unit	Laser unit	100,000 pages [1]	Call your dealer or Brother Customer Service for a replacement laser unit.	
Replace Parts PF Kit 1	Paper feeding kit 1	100,000 pages [1]	Call your dealer or Brother Customer Service for a replacement paper feeding kit 1.	
Replace Parts PF Kit 2	Paper feeding kit 2	100,000 pages [1]	Call your dealer or Brother Customer Service for a replacement paper feeding kit 2.	
Replace Parts PF Kit MP	Paper feeding kit MP	50,000 pages [1]	Call your dealer or Brother Customer Service for a replacement paper feeding kit MP.	

1 Letter or A4 size single-sided pages.

2 Approx. cartridge yield is declared in accordance with ISO/IEC 19798.

3 1 page per job.

4 Drum life is approximate and may vary by type of use.

5 Standard toner cartridge

6 High capacity toner cartridge

Note

- Go to http://www.brother.com/original/index.html for instructions on how to return your used consumable items to the Brother collection program. If you choose not to return your used consumable, please discard the used consumable according to local regulations, keeping it separate from domestic waste. If you have questions, call your local waste disposal office.
- We recommend placing used consumable items on a piece of paper to prevent accidentally spilling or scattering the material inside.
- If you use paper that is not a direct equivalent for the recommended paper, the life of consumable items and machine parts may be reduced.
- The projected life of the toner cartridges is based on ISO/IEC 19798. Frequency of replacement will vary depending on the complexity of printed pages, percentage of coverage and type of media used.

Replacing a Toner cartridge

Order No. For the Order No. of toner cartridges, see *Replacing the consumable items* on page 64.

The Standard toner cartridges can print approximately 2,500 pages (black) or approximately 1,500 pages (cyan, magenta, yellow) [1]. The High Yield toner cartridges can print approximately 6,000 pages (black) or approximately 3,500 pages (cyan, magenta, yellow) [1]. Actual page count will vary depending on your average type of document. When a toner cartridge is running low, the LCD shows `Toner Low`.

The toner cartridges that come supplied with the machine are standard toner cartridges.

[1] Approx. cartridge yield is declared in accordance with ISO/IEC 19798.

Note

- It is a good idea to keep a new toner cartridge ready for use when you see the `Toner Low` warning.
- To ensure high quality printing, we recommend that you use only Genuine Brother Brand toner cartridges. When you want to buy toner cartridges, please call Brother Customer Service.
- We recommend that you clean the machine when you replace the toner cartridge. See *Cleaning and Checking the machine* in *Appendix A* of the *Advanced User's Guide*.
- If you change the print density setting for lighter or darker printing, the amount of toner used will change.
- Wait to unpack the toner cartridge until immediately before you put it into the machine.

Toner Low

If the LCD shows `Toner Low Prepare New Toner Cartridge.X`, buy a new toner cartridge and have it ready before you get a `Replace Toner` message. The LCD indicates the toner color that is near the end of its life (Cyan, Magenta, Yellow or Black).

Replace Toner

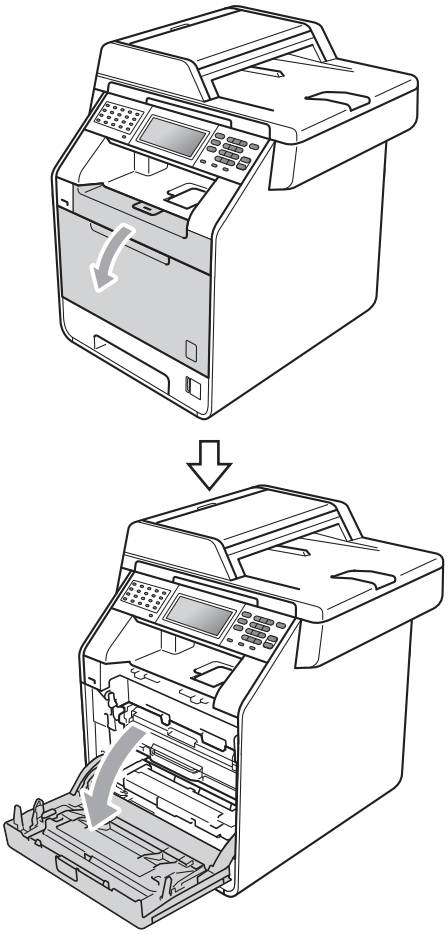
When the LCD shows `Replace Toner` the machine will stop printing until you replace the toner cartridge. The message on the LCD will indicate which color you need to replace.

A new or unused genuine Brother toner cartridge will reset the Replace Toner mode.

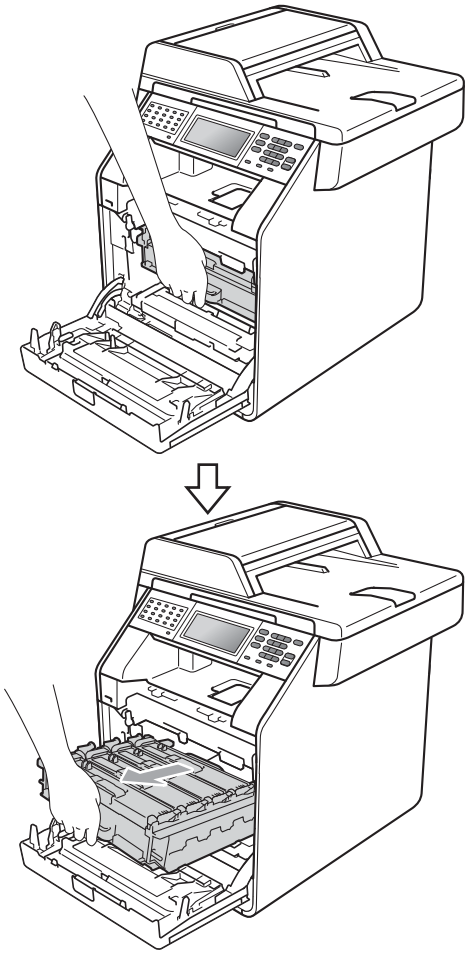
Replacing the toner cartridges

1. Make sure that the machine is turned on.

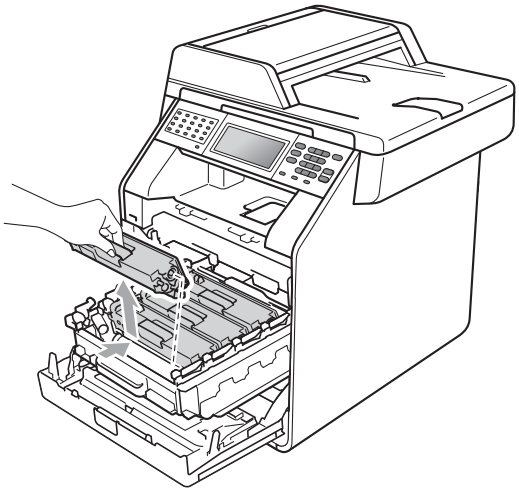
2. Press the front cover release button and then open the front cover.



3. Hold the green handle of the drum unit. Pull the drum unit out until it stops.



4 Hold the handle of the toner cartridge and slightly push it toward the machine to unlock it. Then pull it out of the drum unit. Repeat this for all the toner cartridges.



WARNING

DO NOT put a toner cartridge into a fire. It could explode, resulting in injuries.

DO NOT use cleaning materials that contain ammonia, alcohol, any type of spray or any type of flammable substance to clean the inside or outside of the machine. Doing this may cause a fire or electrical shock.

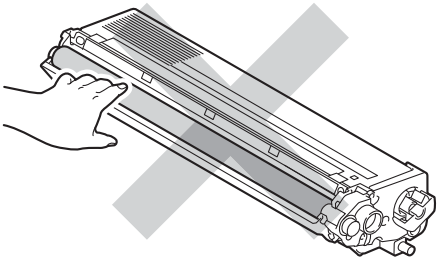
See *To use the product safely* in the *Safety and Legal Booklet* for how to clean the machine.



Be careful not to inhale toner.

IMPORTANT

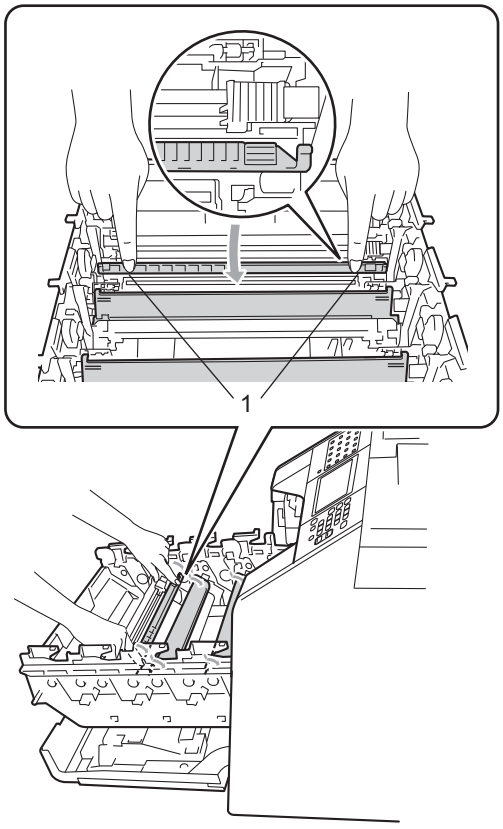
- We recommend that you place the drum unit and/or the toner cartridge on a clean, flat, level, stable surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.
- Handle the toner cartridge carefully. If toner scatters on your hands or clothes, immediately wipe or wash it off with cold water.
- To avoid print quality problems, DO NOT touch the shaded parts shown in the illustration.



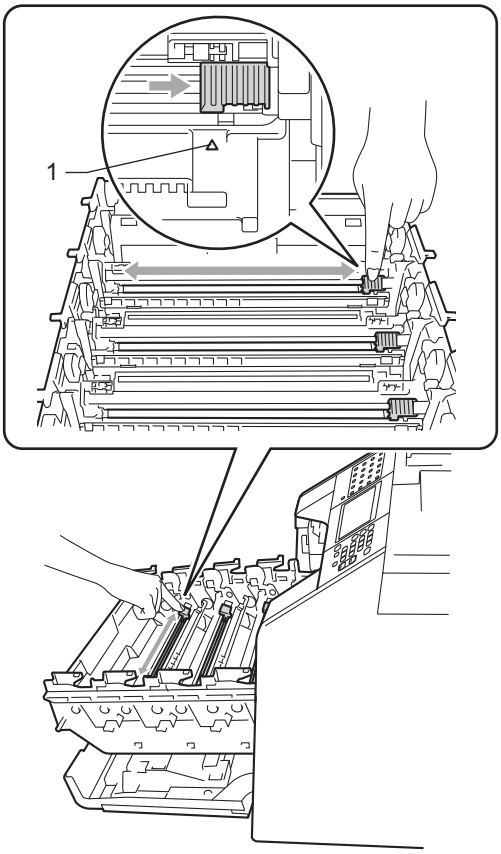
Note

- Be sure to seal up the toner cartridge tightly in a suitable bag so that toner powder does not spill out of the cartridge.
- Go to http://www.brother.com/original/index.html for instructions on how to return your used consumable items to the Brother collection program. If you choose not to return your used consumable, please discard the used consumable according to local regulations, keeping it separate from domestic waste. If you have questions, call your local waste disposal office.

5 Push to release the latches of the corona wire cover (1), and then open the cover.



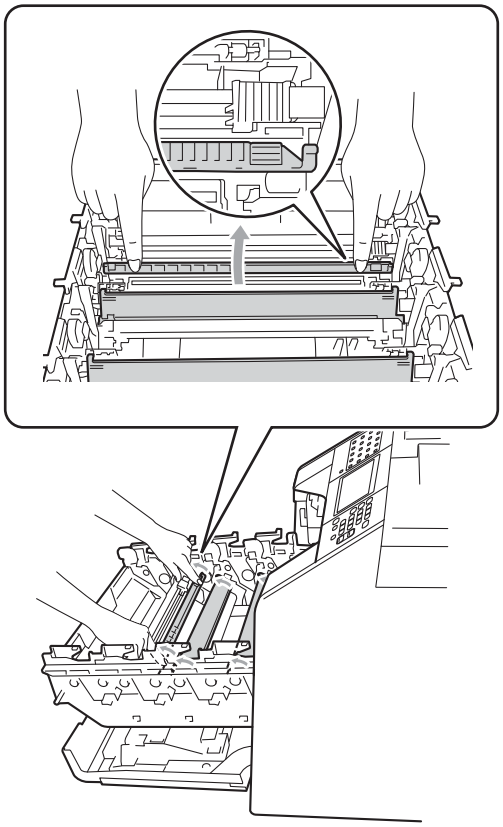
6 Clean the corona wires inside the drum unit by gently sliding the green tabs from left to right and right to left several times.



Note

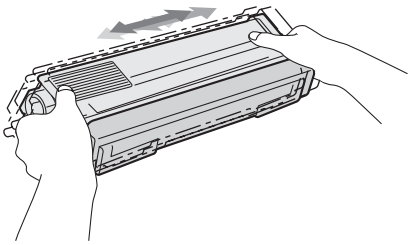
Be sure to return the tab to the home position (▲) (1). If you do not, printed pages may have a vertical stripe.

7 Close the corona wire cover.



8 Repeat steps ❺ to ❼ to clean each of three remaining corona wires.

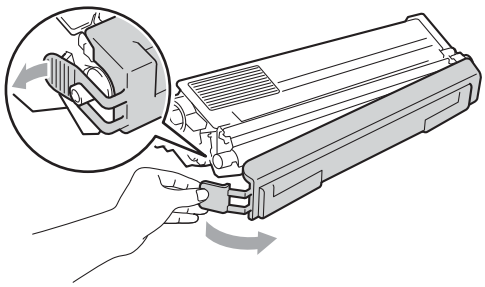
9 Unpack the new toner cartridge. Gently shake it from side to side several times to distribute the toner evenly inside the cartridge.



IMPORTANT

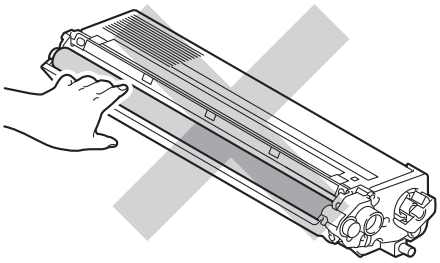
- Wait to unpack the new toner cartridge until immediately before you put it in the machine. If a toner cartridge is left unpacked for a long time, the toner life will be shortened.
- If an unpacked drum unit is put in direct sunlight or room light, the unit may be damaged.
- Brother strongly recommends that you DO NOT refill the toner cartridge provided with your machine. We also strongly recommend that you continue to use only Genuine Brother Brand replacement toner cartridges. Use or attempted use of potentially incompatible toner and/or cartridges in the Brother machine may cause damage to the machine and/or may result in unsatisfactory print quality. Our warranty coverage does not apply to any problem that is caused by the use of unauthorized third party toner and/or cartridges. To protect your investment and obtain premium performance from the Brother machine, we strongly recommend the use of Genuine Brother Supplies.

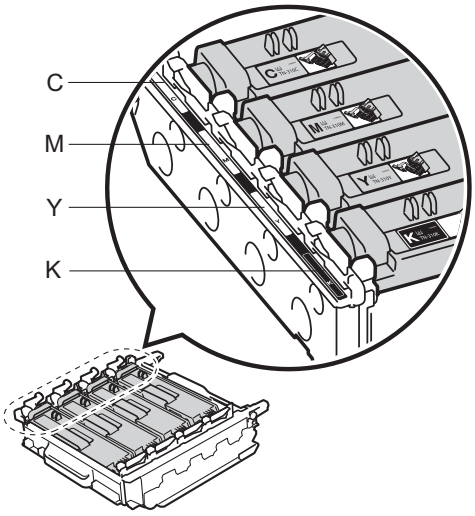
10 Pull off the protective cover.



IMPORTANT

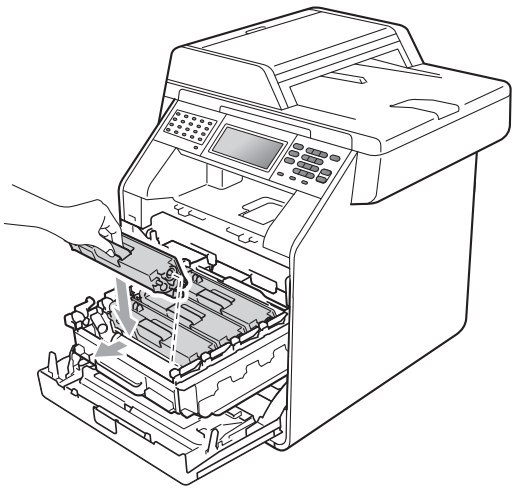
Put the toner cartridge in the drum unit immediately after you have removed the protective cover. To prevent any degradation to the print quality, DO NOT touch the shaded parts shown in the illustrations.





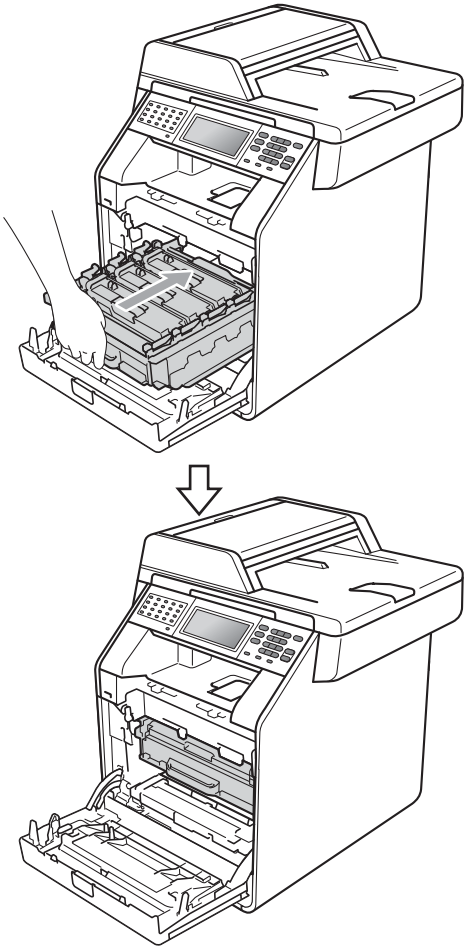
C - Cyan M - Magenta
Y - Yellow K - Black

11 Hold the handle of the toner cartridge and slide the toner cartridge into the drum unit, then slightly pull it toward you until you hear it click into place. Make sure that you match the toner cartridge color to the same color label on the drum unit. Repeat this for all the toner cartridges.



A

12 Push the drum unit in until it stops.



13 Close the front cover of the machine.

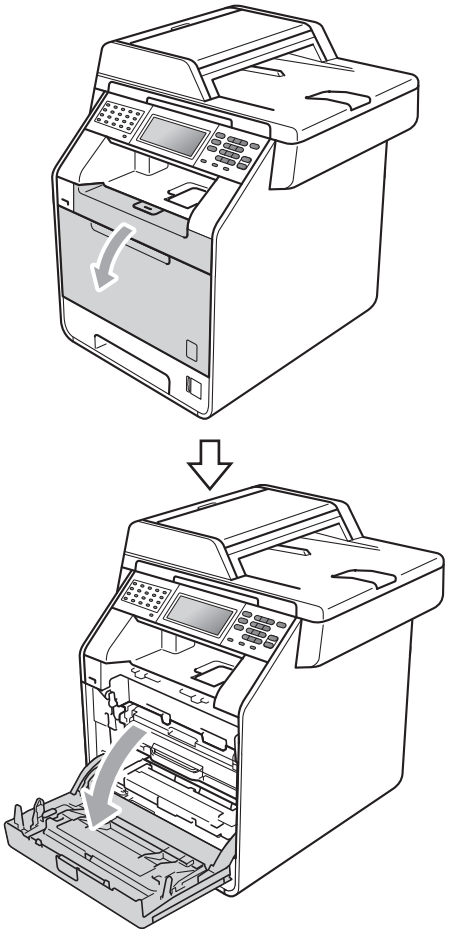
Note

After you replace a toner cartridge, DO NOT turn off the machine's power switch or open the front cover until the LCD clears the `Please Wait` message and returns to Ready mode.

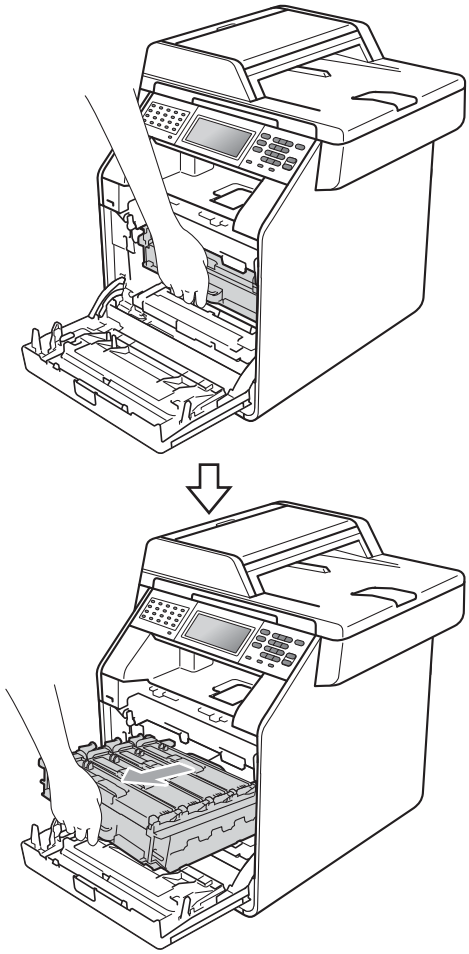
Cleaning the corona wires

If you have print quality problems, clean the four corona wires as follows:

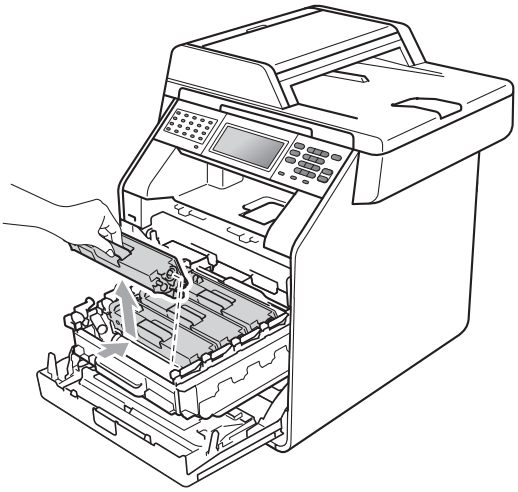
1 Press the front cover release button and then open the front cover.



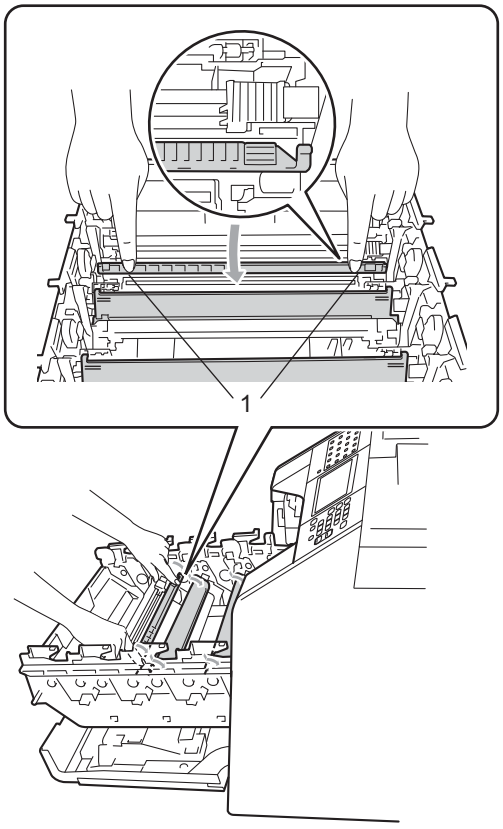
2 Hold the green handle of the drum unit. Pull the drum unit out until it stops.



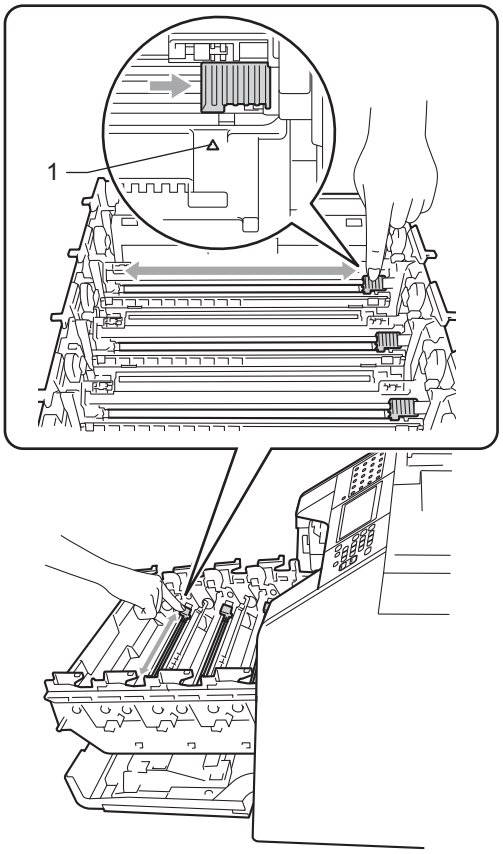
3 Hold the handle of the toner cartridge and slightly push it toward the machine to unlock it. Then pull it out of the drum unit. Repeat this for all the toner cartridges.



4 Push to release the latches of the corona wire cover (1), and then open the cover.

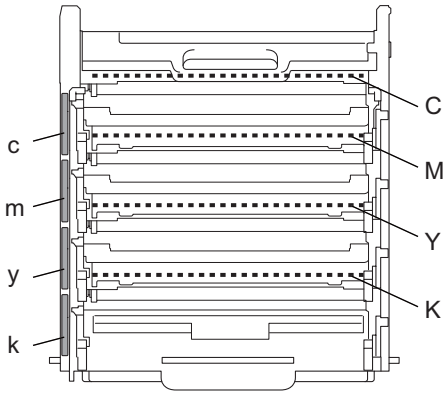


5 Clean the corona wires inside the drum unit by gently sliding the green tabs from left to right and right to left several times.



Note

- Be sure to return the tab to the home position (▲) (1). If you do not, printed pages may have a vertical stripe.
- We recommend that you clean the corona wire for each color. If you want to clean only the corona wire of the color that caused the print quality problem, see the illustration below to identify the position of each of the corona wires.



C: Corona wire for Cyan

M: Corona wire for Magenta

Y: Corona wire for Yellow

K: Corona wire for Black

c: Cyan toner position label

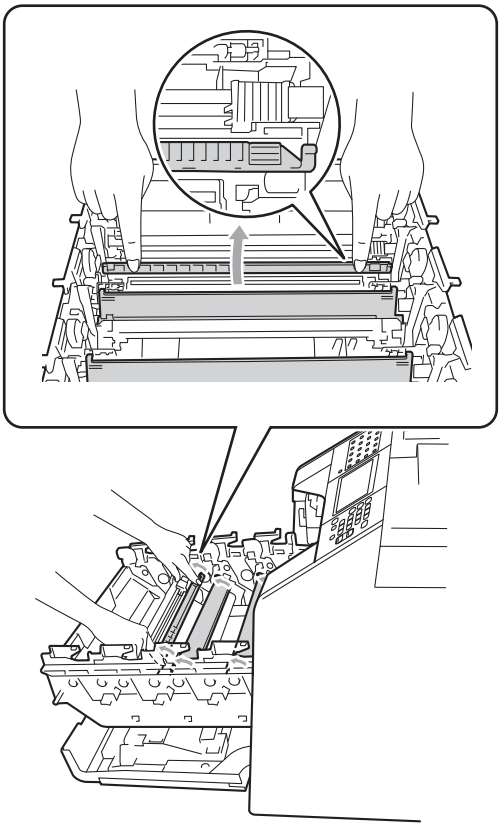
m: Magenta toner position label

y: Yellow toner position label

k: Black toner position label

The corona wires for black, yellow and magenta are located under the next toner cartridge. For example, when you clean the corona wire for black, you need to remove the yellow toner cartridge to access the corona wire for black.

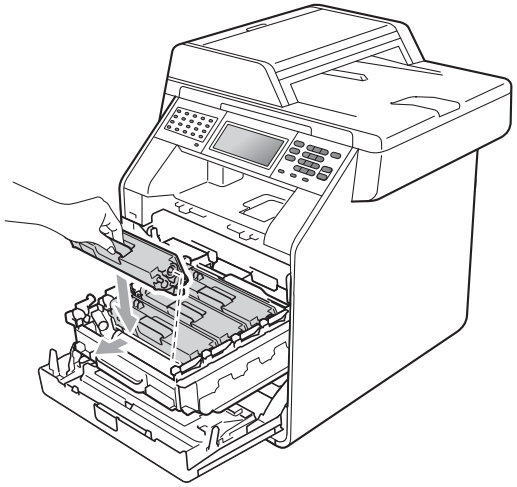
6 Close the corona wire cover.

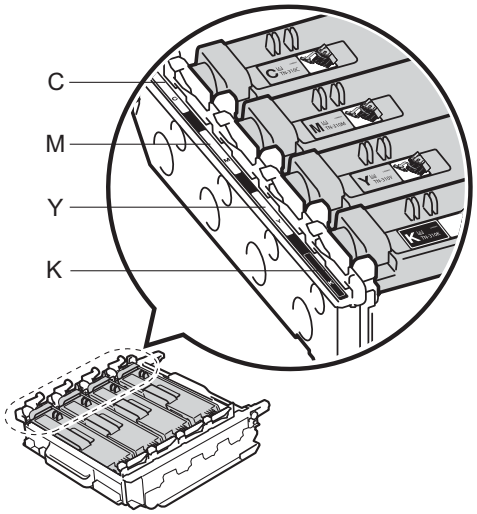


7 Repeat steps ❹ to ❻ to clean each of three remaining corona wires.

A

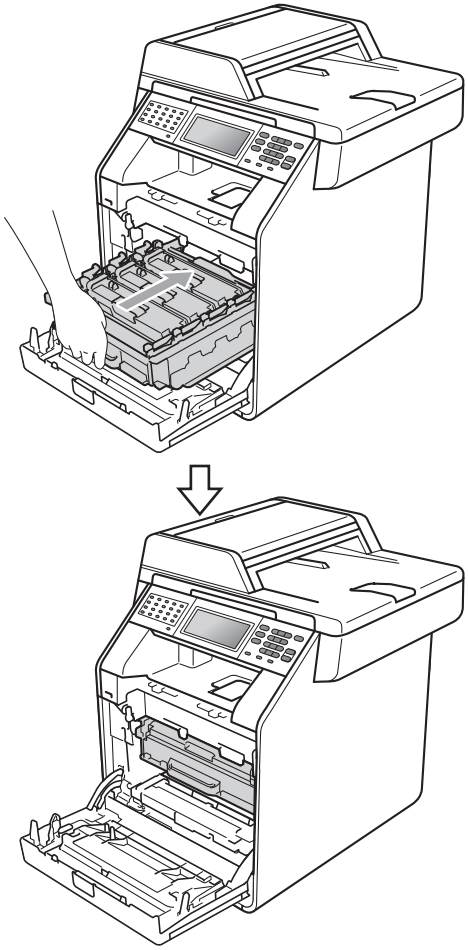
8 Hold the handle of the toner cartridge and slide the toner cartridge into the drum unit, then slightly pull it toward you until you hear it click into place. Make sure that you match the toner cartridge color to the same color label on the drum unit. Repeat this for all the toner cartridges.





C - Cyan M - Magenta
Y - Yellow K - Black

9 Push the drum unit in until it stops.



10 Close the front cover of the machine.

Replacing the drum unit

Order No. DR-310CL

A new drum unit can print approximately 25,000 Letter or A4 size single-sided pages.

Note

- There are many factors that determine the actual drum life, such as the temperature, humidity, type of paper, type of toner used and so on. Under ideal conditions, the average drum life is estimated at approximately 25,000 pages. The actual number of pages that your drum will print may be significantly less than this estimate. Because we have no control over the many factors that determine the actual drum life, we cannot guarantee a minimum number of pages that will be printed by your drum.
- For best performance, use only genuine Brother toner. The machine should be used only in a clean, dust-free environment with adequate ventilation.
- Printing with a non-Brother drum unit may reduce not only the print quality but also the quality and life of the machine itself. Warranty coverage does not apply to problems caused by the use of a non-Brother drum unit.

Drum Error

The corona wires have become dirty. Clean the corona wires in the drum unit. (See *Cleaning the corona wires* on page 74.)

If you cleaned the corona wires and `Drum Error` was not cleared then the drum unit is at the end of its life. Replace the drum unit with a new one.

Replace Parts
Drum

The drum unit has exceeded its rated life. Please replace the drum unit with a new one. We recommend a genuine Brother drum unit be installed at this time.

After replacement, reset the drum counter by following the instructions included with the new drum unit.

Drum Stop

We cannot guarantee the print quality. Please replace the drum unit with a new one. We recommend a genuine Brother drum unit be installed at this time.

After replacement, reset the drum counter by following the instructions included with the new drum unit.

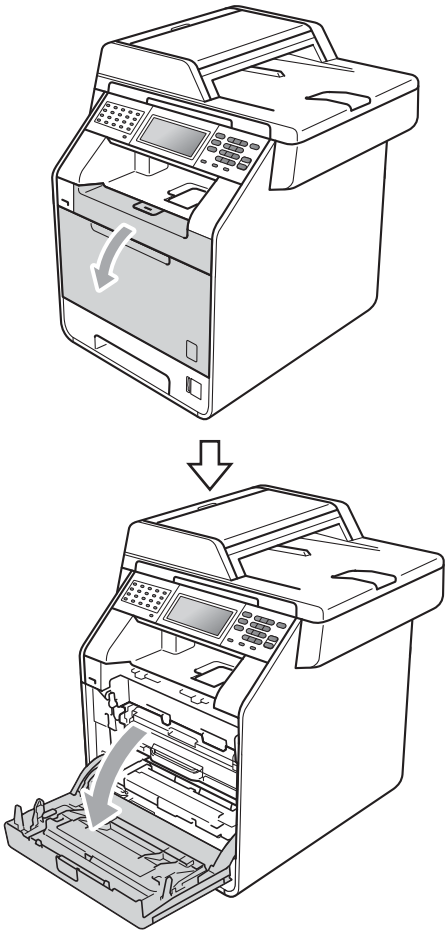
Replacing the drum unit

IMPORTANT

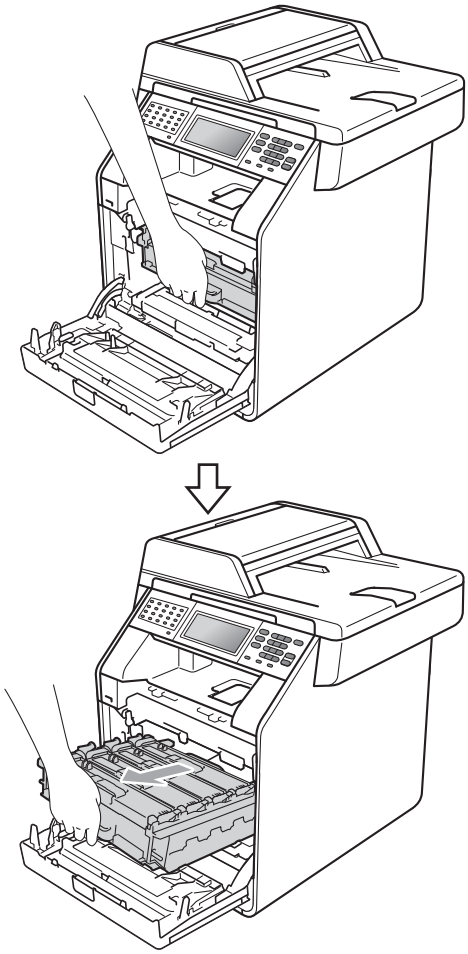
- While removing the drum unit, handle it carefully because it may contain toner. If toner scatters on your hands or clothes, immediately wipe or wash it off with cold water.
- Every time you replace the drum unit, clean the inside of the machine. (See *Cleaning and Checking the machine* in *Appendix A* of the *Advanced User's Guide*.)

1. Make sure that the machine is turned on.

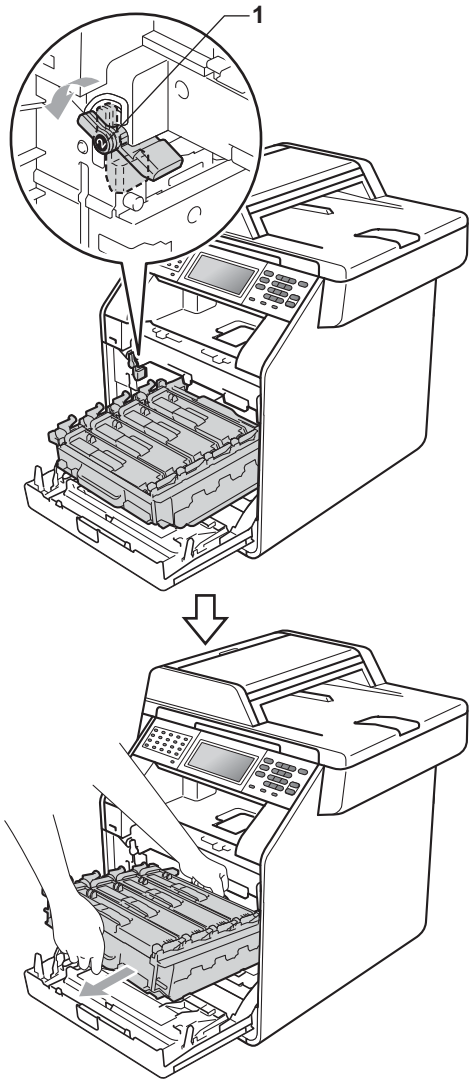
2. Press the front cover release button and then open the front cover.



3 Hold the green handle of the drum unit. Pull the drum unit out until it stops.

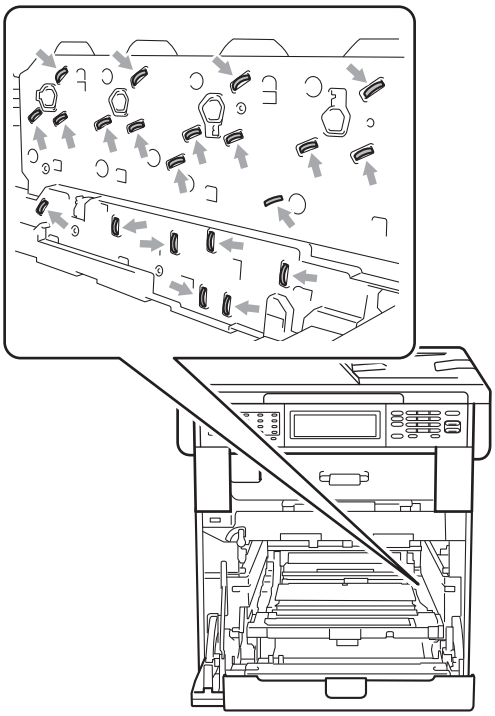


4 Turn the green lock lever (1) at the left of the machine counterclockwise to the release position. Holding the green handles of the drum unit, lift the front of the drum unit and remove it from the machine.



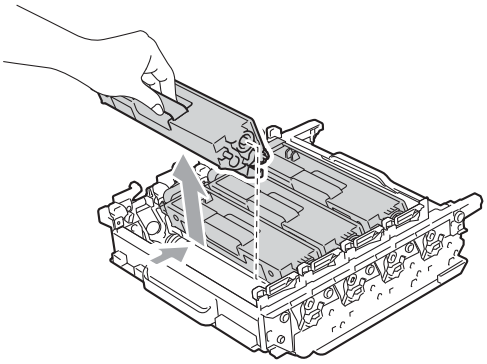
IMPORTANT

- We recommend that you place the drum unit and/or the toner cartridge on a clean, flat surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.
- To prevent damage to the machine from static electricity, DO NOT touch the electrodes shown in the illustration.



- Hold the green handles of the drum unit when you carry it. DO NOT hold the sides of the drum unit.

5 Hold the handle of the toner cartridge and slightly push it to unlock it. Then pull it out of the drum unit. Repeat this for all the toner cartridges.



WARNING

DO NOT put a toner cartridge into a fire. It could explode, resulting in injuries.

DO NOT use cleaning materials that contain ammonia, alcohol, any type of spray, or any type of flammable substance to clean the outside or inside of the machine. Doing this may cause a fire or electrical shock.

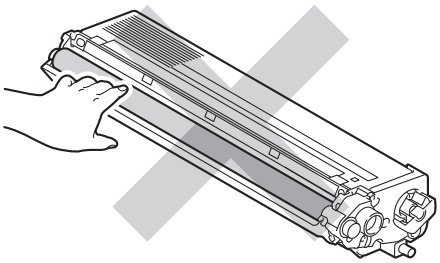
See *To use the product safely* in the *Safety and Legal Booklet* for how to clean the machine.



Be careful not to inhale toner.

IMPORTANT

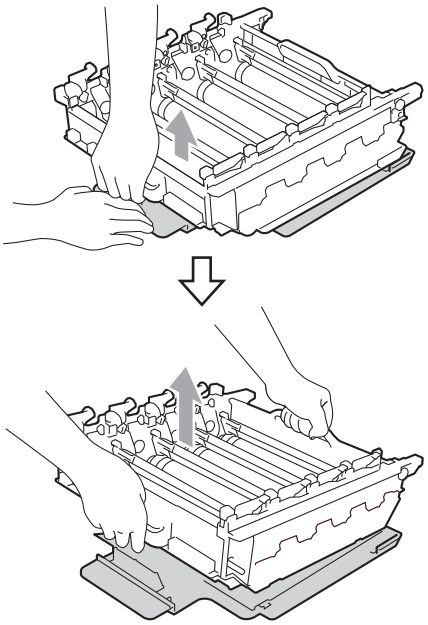
- Handle the toner cartridge carefully. If toner scatters on your hands or clothes, immediately wipe or wash it off with cold water.
- We recommend that you place the drum unit and/or the toner cartridge on a clean, flat surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.
- To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.



Note

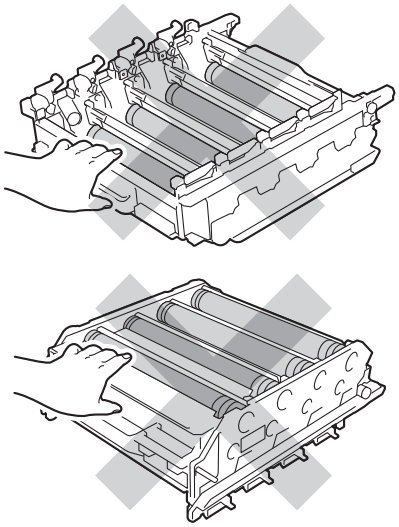
- Be sure to seal up the used drum unit tightly in a bag so that toner powder does not spill out of the unit.
- Go to http://www.brother.com/original/index.html for instructions on how to return your used consumable items to the Brother collection program. If you choose not to return your used consumable, please discard the used consumable according to local regulations, keeping it separate from domestic waste. If you have questions, call your local waste disposal office.

6 Unpack the new drum unit and remove the protective cover.



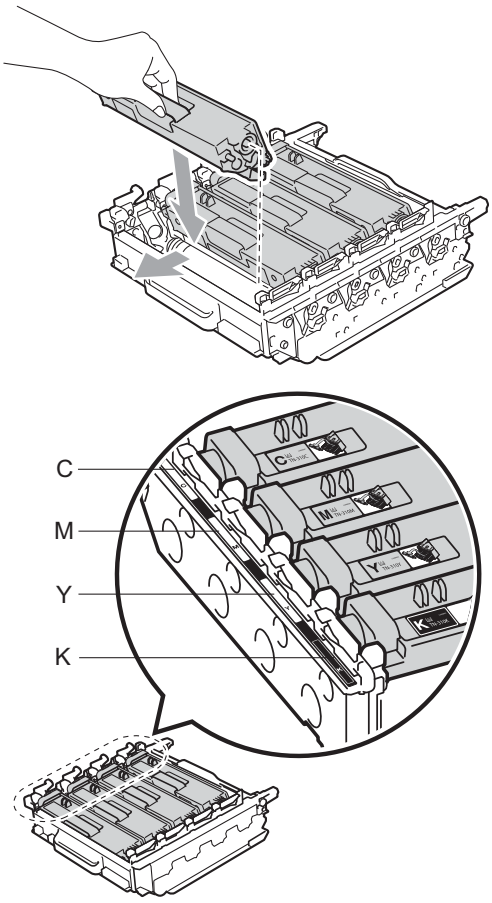
IMPORTANT

- To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.



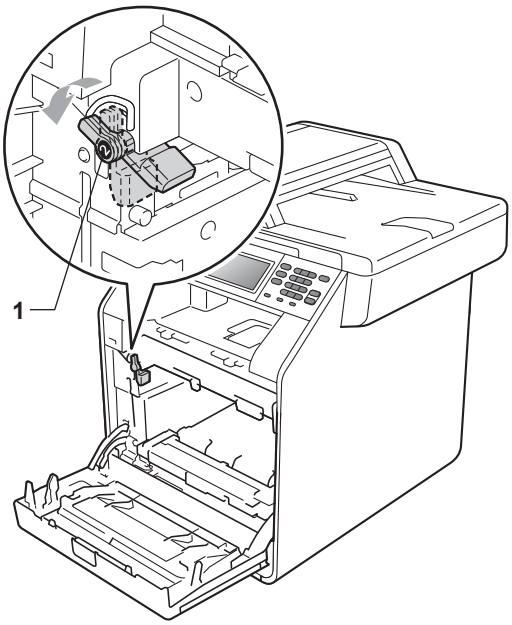
- Wait to unpack the new drum unit until immediately before you put it in the machine. Exposure to direct sunlight or room light may damage the drum unit.

7 Hold the handle of the toner cartridge and slide the toner cartridge into the new drum unit, then slightly pull it toward you until you hear it click into place. Make sure that you match the toner cartridge color to the same color label on the drum unit. Repeat this for all the toner cartridges.

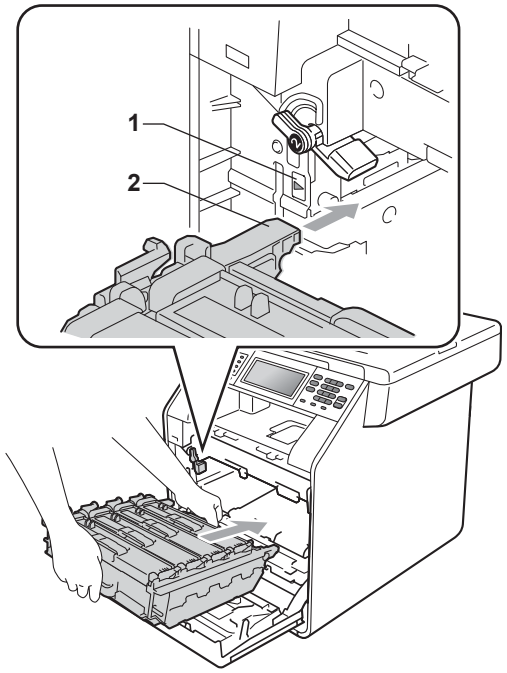


C - Cyan M - Magenta
Y - Yellow K - Black

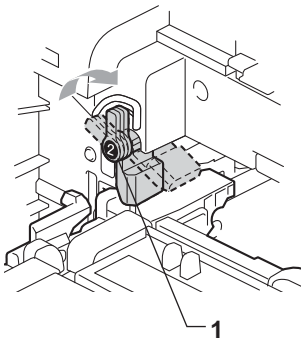
8 Make sure the green lock lever (1) is in the release position as shown in the illustration.



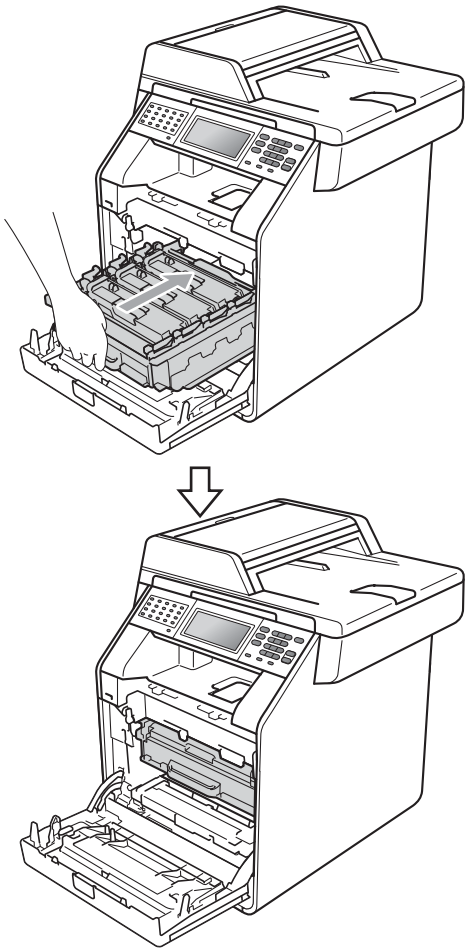
9 Match the guide ends (2) of the drum unit to the ▶ marks (1) on both sides of the machine, then gently slide the drum unit into the machine until it stops at the green lock lever.



10 Turn the green lock lever (1) clockwise to the lock position.



11 Push the drum unit in until it stops.



12 Close the front cover of the machine.

A

Resetting the drum counter

When you replace a drum unit with a new one, you will need to reset the drum counter by completing the following steps:

1. Press `MENU`.
2. Press ▲ or ▼ to display `Machine Info.`.
 Press `Machine Info.`.
3. Press `Reset Menu`.
4. Press `Drum`.
5. The machine will display `Reset Drum?`.
 Press `Yes`.
6. Press **Stop/Exit**.

Replacing the belt unit

Order No. BU-300CL

A new belt unit can print approximately 50,000 Letter or A4 size single-sided pages.

Replace Parts Belt Unit

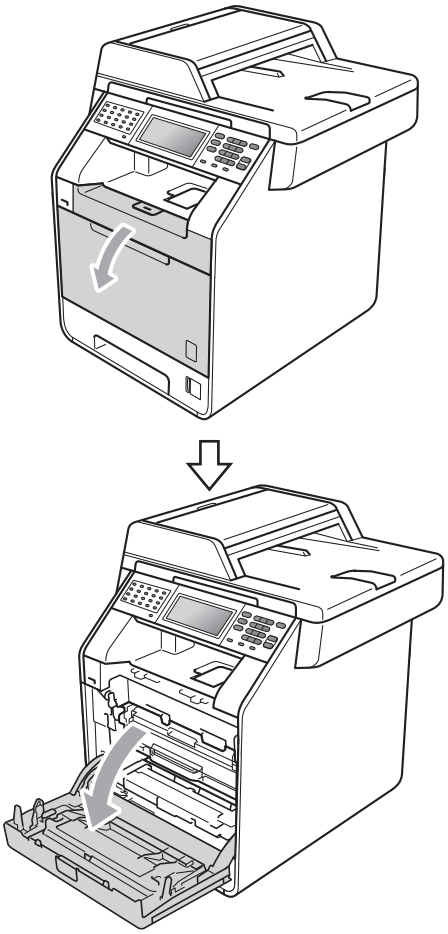
When the `Replace Parts Belt Unit` message appears on the LCD, you will need to replace the belt unit:

IMPORTANT

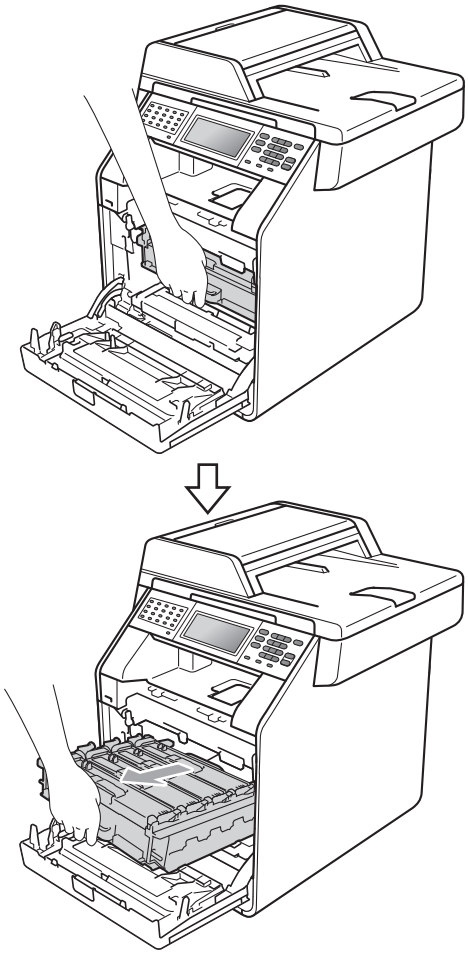
- DO NOT touch the surface of the belt unit. If you touch it, it could degrade print quality.
- Damage caused by incorrect handling of the belt unit may void your warranty.

1. Make sure that the machine is turned on.

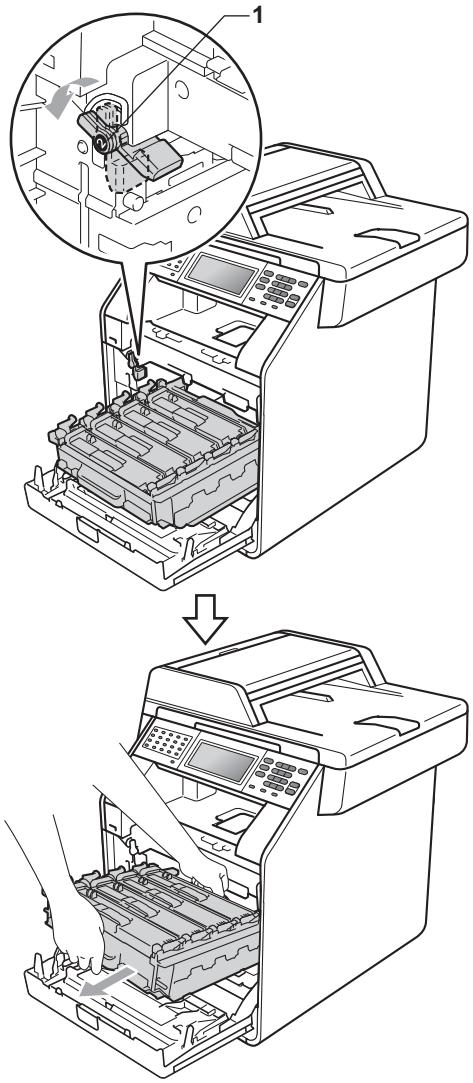
2 Press the front cover release button and then open the front cover.



3 Hold the green handle of the drum unit. Pull the drum unit out until it stops.

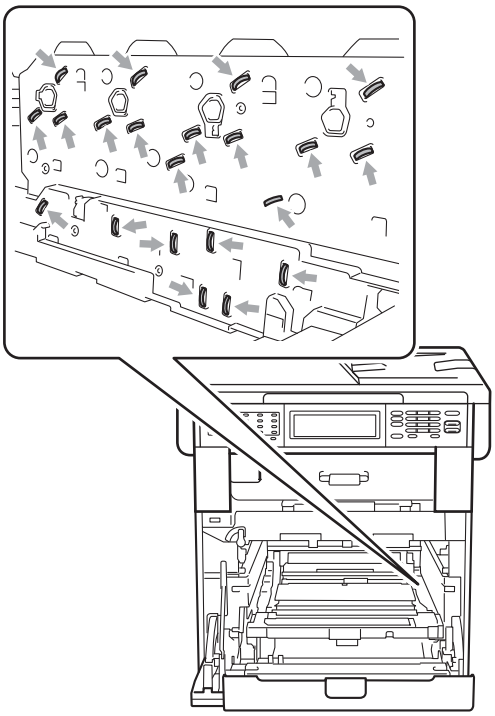


4 Turn the green lock lever (1) at the left of the machine counterclockwise to the release position. Holding the green handles of the drum unit, lift the front of the drum unit and remove it from the machine.



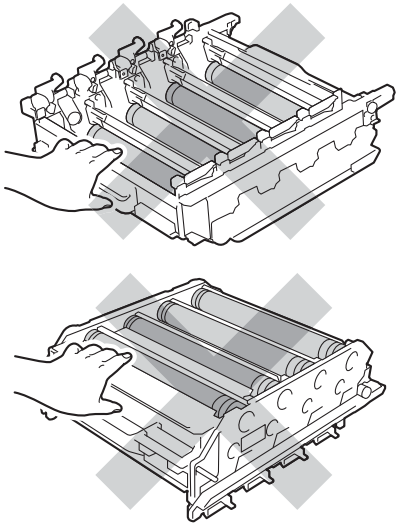
IMPORTANT

- We recommend that you place the drum unit and/or the toner cartridge on a clean, flat surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.
- To prevent damage to the machine from static electricity, DO NOT touch the electrodes shown in the illustration.

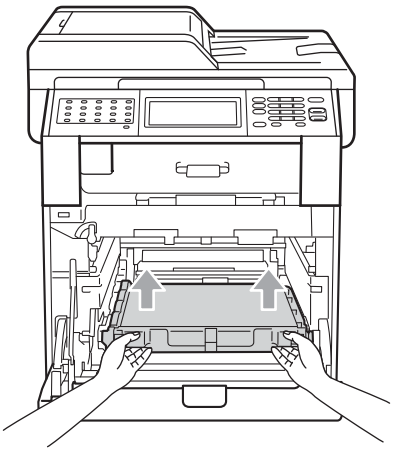


- Hold the green handles of the drum unit when you carry it. DO NOT hold the sides of the drum unit.

- To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.

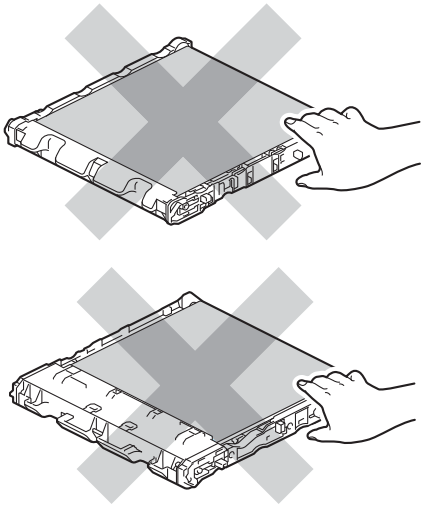


5 Hold the green handle of the belt unit with both hands and lift the belt unit up, then pull it out.



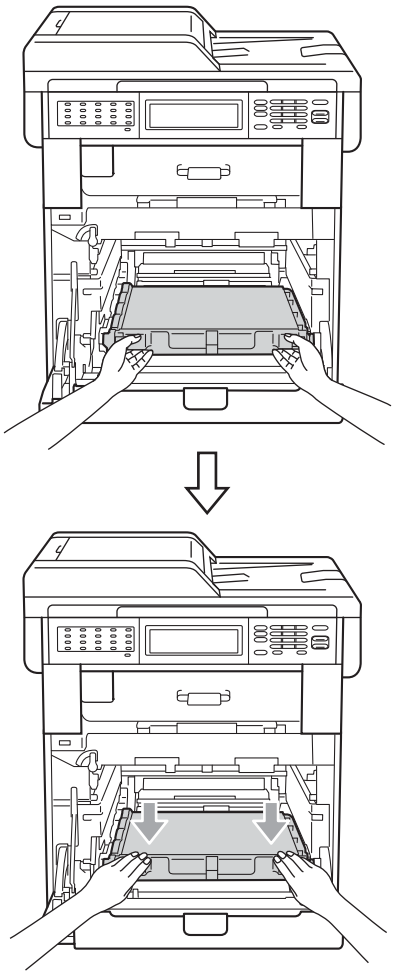
IMPORTANT

To avoid print quality problems, DO NOT touch the shaded parts shown in the illustration.

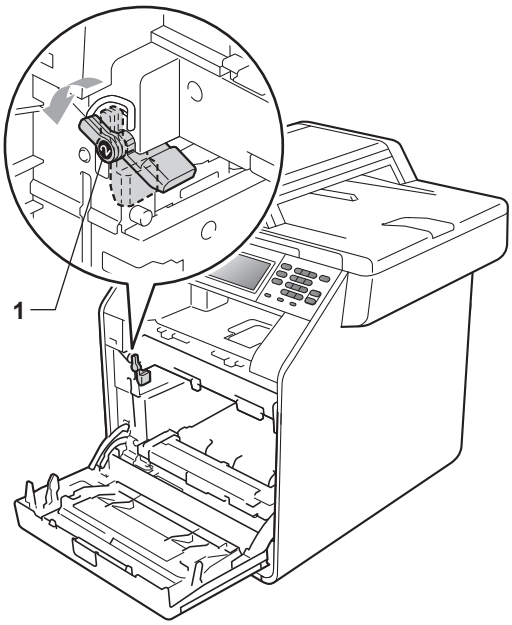


6 Unpack the new belt unit.

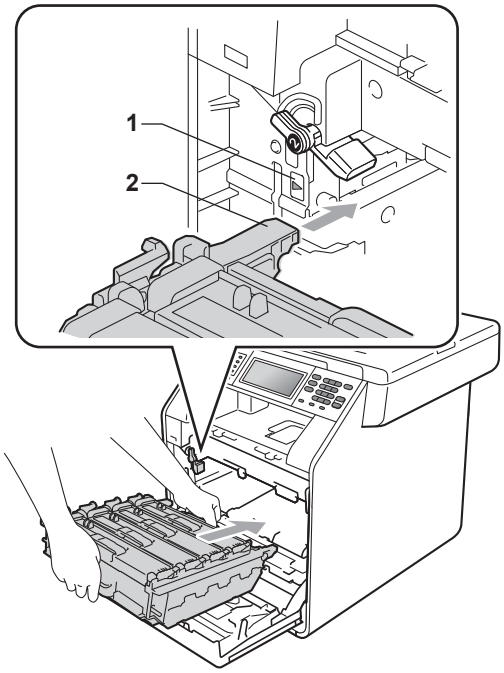
7 Put the new belt unit back in the machine. Make sure the belt unit is level and fits firmly into place.



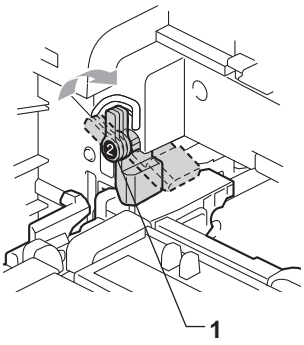
8 Make sure the green lock lever (1) is in the release position as shown in the illustration.



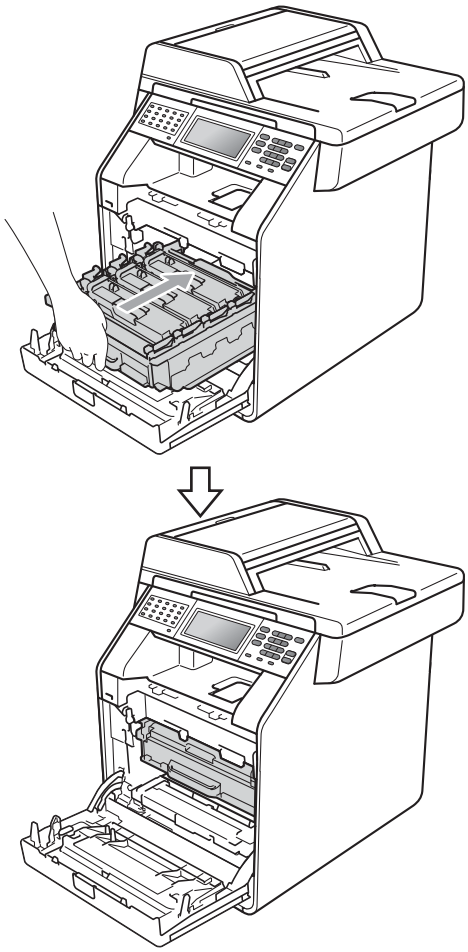
9 Match the guide ends (2) of the drum unit to the ▶ marks (1) on both sides of the machine, then gently slide the drum unit into the machine until it stops at the green lock lever.



10 Turn the green lock lever (1) clockwise to the lock position.



11 Push the drum unit in until it stops.



12 Close the front cover of the machine.

Resetting the belt unit counter

When you replace a belt unit with a new one, you will need to reset the belt unit counter by completing the following steps:

1 Press `MENU`.

2 Press ▲ or ▼ to display `Machine Info.`.
Press `Machine Info.`.

3 Press `Reset Menu`.

4 Press `Belt Unit`.

5 The machine will display `Reset Belt Unit?`.
Press `Yes`.

6 Press **Stop/Exit**.

A

Replacing the waste toner box

Order No. WT-300CL

A new waste toner box can print approximately 50,000 Letter or A4 size single-sided pages.

Replace Parts WT Box End Soon

If the LCD shows `Replace Parts WT Box End Soon`, it means the waste toner box is near the end of its life. Buy a new waste toner box and have it ready before you get a `Replace WT Box` message.

Replace WT Box

When the `Replace WT Box` message appears on the LCD, you will need to replace the waste toner box:

WARNING

DO NOT put the waste toner box into a fire. It could explode.

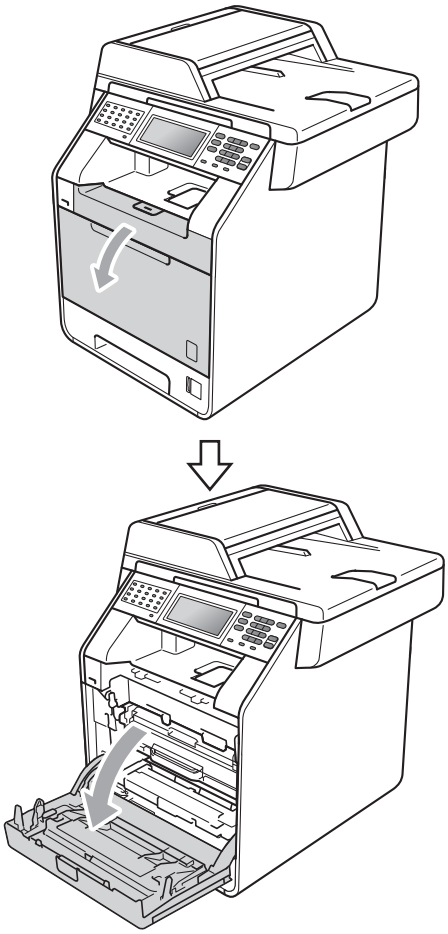
Be careful not to spill the toner. DO NOT inhale or allow it to get into your eyes.

IMPORTANT

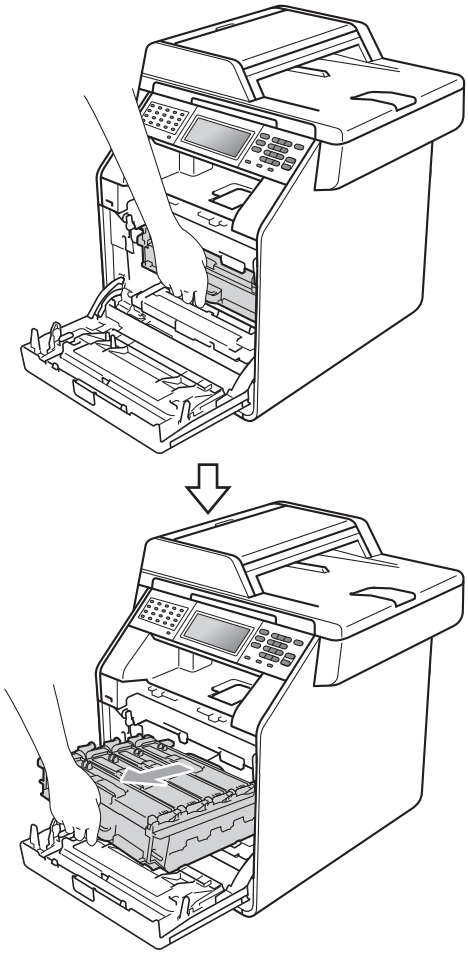
DO NOT reuse the waste toner box.

1. Make sure that the machine is turned on.

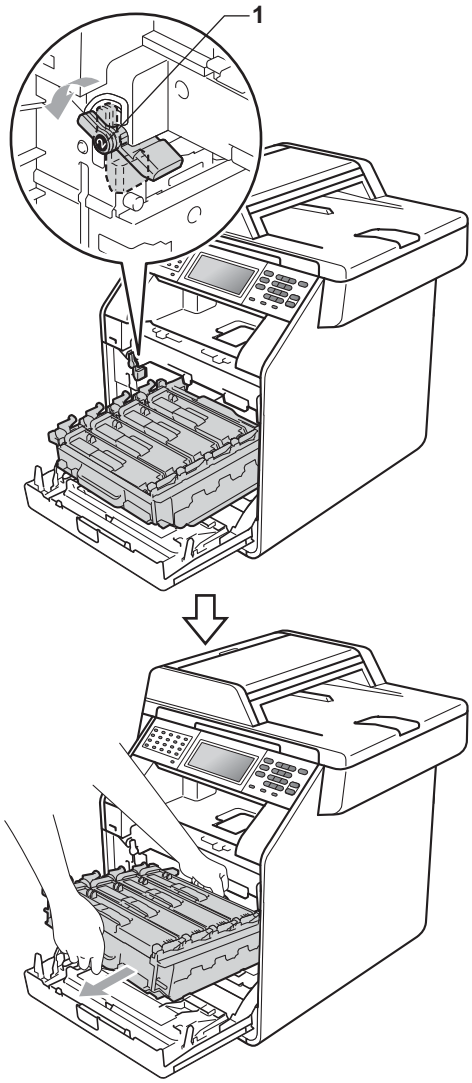
2. Press the front cover release button and then open the front cover.



3 Hold the green handle of the drum unit. Pull the drum unit out until it stops.

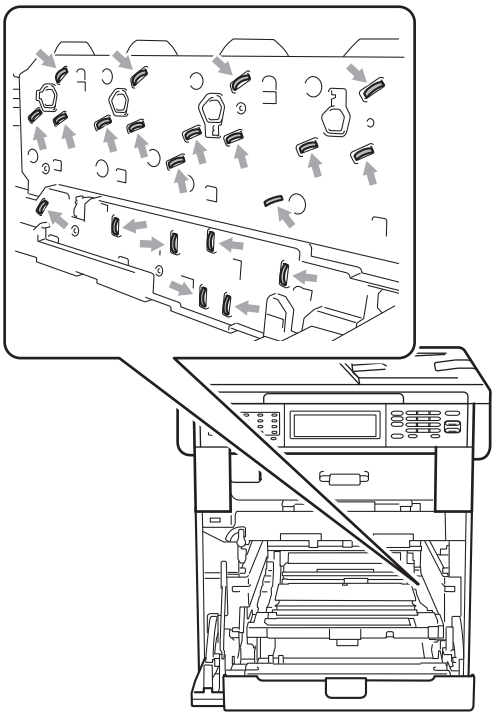


4 Turn the green lock lever (1) at the left of the machine counterclockwise to the release position. Holding the green handles of the drum unit, lift the front of the drum unit and remove it from the machine.

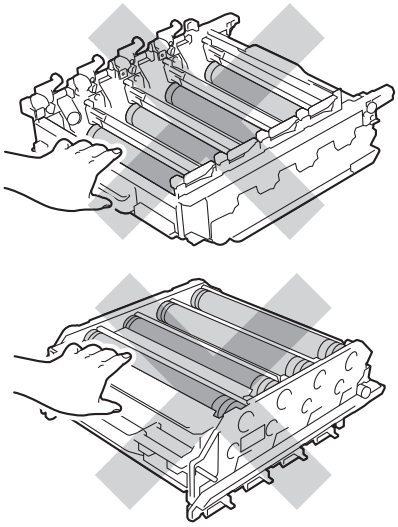


IMPORTANT

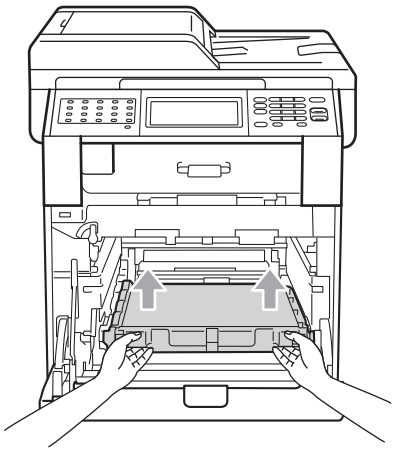
- We recommend that you place the drum unit and/or the toner cartridge on a clean, flat surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.
- To prevent damage to the machine from static electricity, DO NOT touch the electrodes shown in the illustration.



- Hold the green handles of the drum unit when you carry it. DO NOT hold the sides of the drum unit.
- To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.

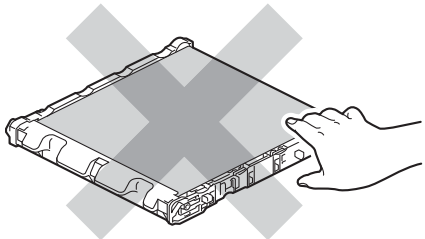


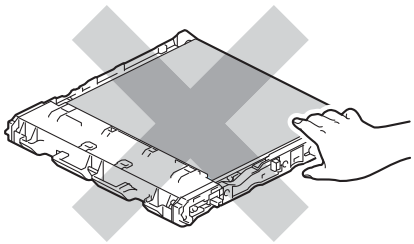
5 Hold the green handle of the belt unit with both hands and lift the belt unit up, then pull it out.



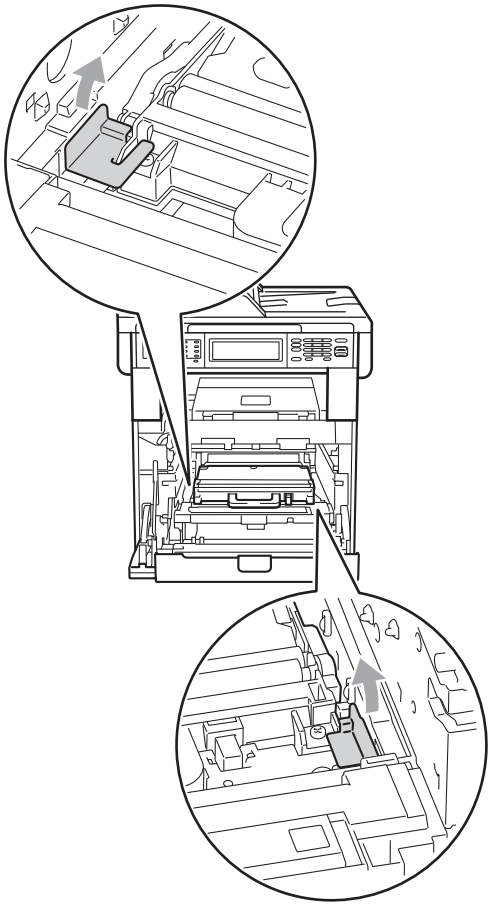
IMPORTANT

To avoid print quality problems, DO NOT touch the shaded parts shown in the illustration.





6 Remove the two pieces of orange packing material and discard them.

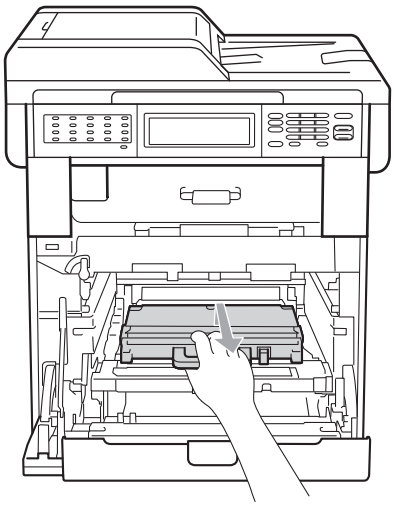


Note

This step is only necessary when you are replacing the waste toner box for the first time, and are not required for the replacement waste toner box. The orange packing pieces are installed at the factory to protect your machine during shipment.

A

7 Hold the green handle of the waste toner box and remove the waste toner box from the machine.



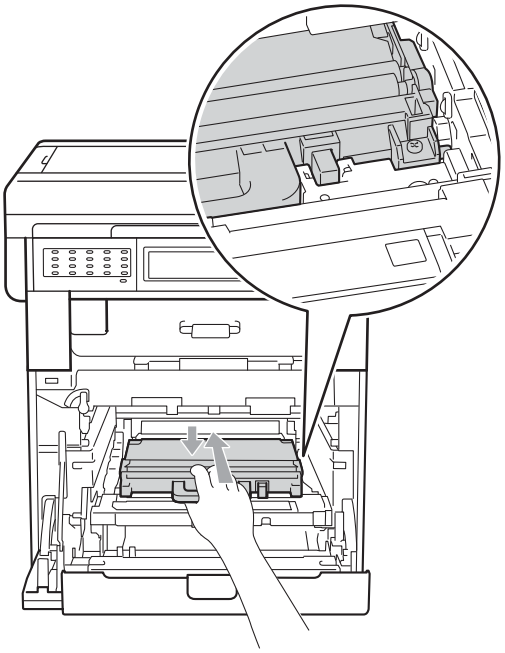
CAUTION

Handle the waste toner box carefully in case you accidentally spill or scatter toner. If toner scatters on your hands or clothes, immediately wipe or wash it off with cold water.

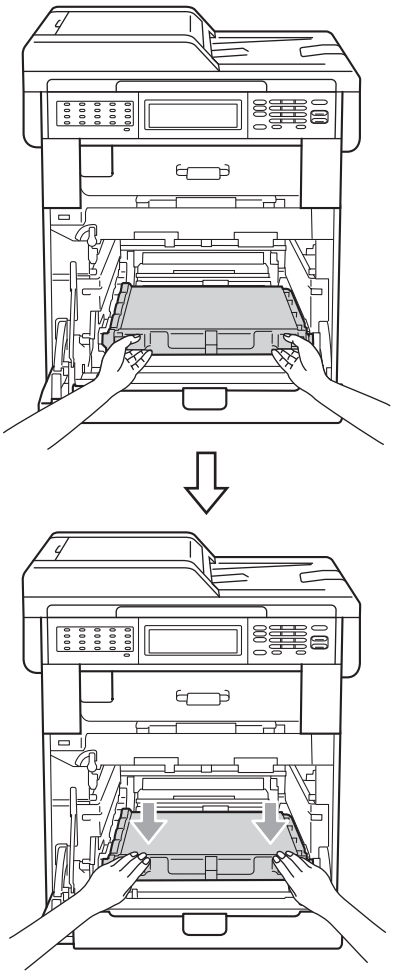
Note

Discard the used waste toner box according to local regulations, keeping it separate from domestic waste. If you have questions, call your local waste disposal office.

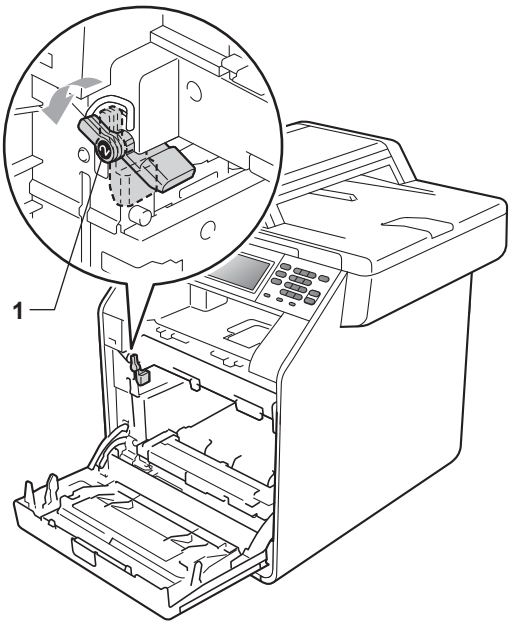
8 Unpack the new waste toner box and put the new waste toner box in the machine using the green handle. Make sure the waste toner box is level and fits firmly into place.



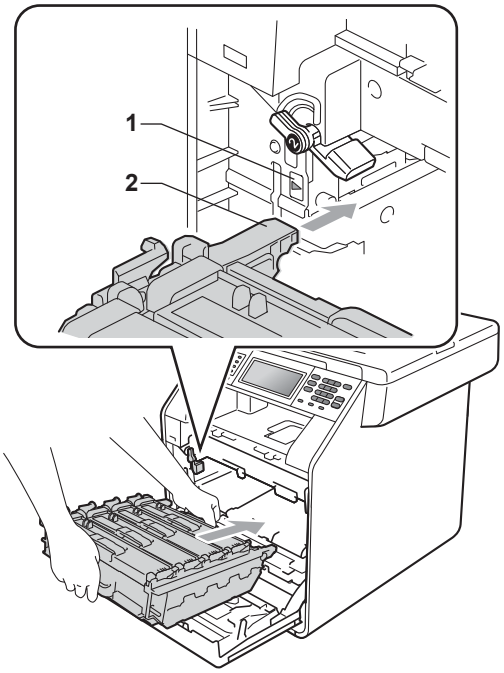
9 Put the belt unit back into the machine. Make sure the belt unit is level and fits firmly into place.



10 Make sure the green lock lever (1) is in the release position as shown in the illustration.

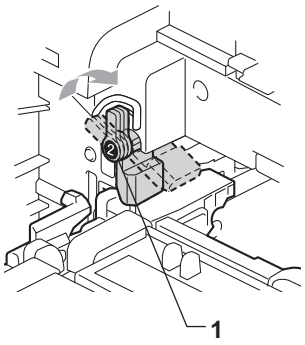


11 Match the guide ends (2) of the drum unit to the ▶ marks (1) on both sides of the machine, then gently slide the drum unit into the machine until it stops at the green lock lever.

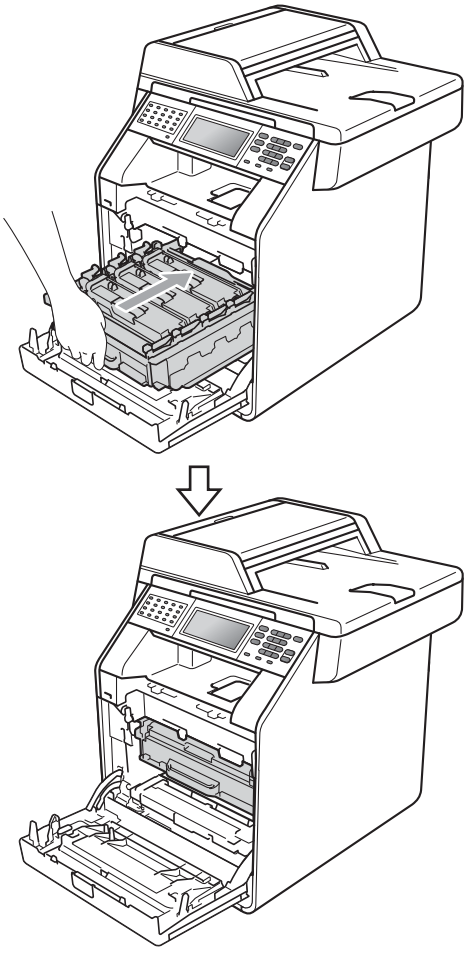


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12 Turn the green lock lever (1) clockwise to the lock position.



13 Push the drum unit in until it stops.



14 Close the front cover of the machine.

B Troubleshooting

Error and maintenance messages

As with any sophisticated office product, errors may occur and consumable items may need to be replaced. If this happens, your machine identifies the error or required routine maintenance and shows the appropriate message. The most common error and maintenance messages are shown below.

You can correct most errors and perform routine maintenance by yourself. If you need more help, the Brother Solutions Center offers the latest FAQs and troubleshooting tips:

Visit us at http://solutions.brother.com/.

Error Message	Cause	Action
Access Denied	The function you want to use is restricted by Secure Function Lock.	Contact your administrator to check your Secure Function Lock Settings.
Access Error	The device is removed from the USB direct interface while the data is processing.	Press **Stop/Exit**. Reinsert the device and try to print with Direct Print.
Calibration failed.	Calibration failed.	■ Turn off the machine. Wait a few seconds, then turn it on again. ■ Put in a new drum unit. (See *Replacing the drum unit* on page 80.) ■ Put in a new belt unit. (See *Replacing the belt unit* on page 86.) ■ Put in a new waste toner box. (See *Replacing the waste toner box* on page 92.) ■ If the problem continues, call Brother Customer Service.
Cartridge Error Put the Black (K) Toner Cartridge back in. [1] [1] The toner cartridge color with the problem is shown in the message.	The toner cartridge is not installed properly.	Pull out the drum unit and remove the toner cartridge for the color that is indicated on the LCD, then re-install the toner cartridge in the drum unit. Put the drum unit back into the machine again.
Comm.Error	Poor telephone line quality caused a communication error.	Send the fax again or connect the machine to another telephone line. If the problem continues, call the telephone company and ask them to check your telephone line.

Error Message	Cause	Action
Condensation	One of the issues that can cause this error is that condensation may form inside the machine after a room temperature change.	Leave the machine powered on, and fully open the front cover. Wait 30 minutes, switch OFF and close the cover, then switch ON. If this does not clear the error, call Brother Customer Service.
Connection Fail	You tried to poll a fax machine that is not in Polled Waiting mode.	Check the other fax machine's polling setup.
Cooling Down Wait for a while	The temperature of the drum unit or toner cartridge is too hot. The machine will pause its current print job and go into cooling down mode. During the cooling down mode, you will hear the cooling fan running while the LCD shows Cooling Down, and Wait for a while.	Make sure that you can hear the fan in the machine spinning and that the exhaust outlet is not blocked by something. If the fan is spinning, remove any obstacles that surround the exhaust outlet, and then leave the machine turned on but do not use it for several minutes. If the fan is not spinning, disconnect the machine from the power for several minutes, then reconnect it.
Cover is Open.	The front cover is not completely closed.	Close the front cover of the machine.
Cover is Open	The ADF cover is not completely closed.	Close the ADF cover of the machine.
	The ADF is open while loading a document.	Close the ADF cover of the machine, then press **Stop/Exit**.
Cover is Open	The fuser cover is not completely closed or paper was jammed in the back of the machine when you turned on the power.	■ Close the fuser cover of the machine. ■ Make sure paper is not jammed inside the back of the machine, and then close the fuser cover and press **Black Start** or **Color Start**.
DIMM Error	■ The DIMM is not installed correctly. ■ The DIMM is broken. ■ The DIMM does not meet the required specifications.	■ Turn off the machine and remove the DIMM. ■ Confirm the DIMM meets the required specifications. (See *Memory board* in *Appendix B* of the *Advanced User's Guide*.) ■ Re-install the DIMM correctly. Wait a few seconds, and then turn it on again. ■ If this error message appears again, replace the DIMM with a new one. (See *Installing extra memory* in *Appendix B* of the *Advanced User's Guide*.)
Disconnected	The other person or other person's fax machine stopped the call.	Try to send or receive again.

Error Message	Cause	Action
Document Jam	The document was not inserted or fed properly, or the document scanned from the ADF was too long.	See *Document jams* on page 108 or *Using the automatic document feeder (ADF)* on page 26.
Drum Error	The corona wire on the drum unit needs to be cleaned.	Clean the corona wire on the drum unit. (See *Cleaning the corona wires* on page 74.)
Drum Stop	It is time to replace the drum unit.	Replace the drum unit. (See *Replacing the drum unit* on page 80.)
Duplex Disabled Close the Back Cover of the machine.	The back of the machine is not closed completely.	Close the back cover of the machine.
Duplex Disabled Reload paper, then press Start.	Although the size of paper in the paper tray matches the paper size that was selected from the control panel or printer driver, the machine has stopped printing when it encountered an additional, different size of paper in the tray.	Make sure the paper tray contains only the size of paper you select in either the control panel or printer driver, then press **Black Start** or **Color Start**.
	The paper tray was pulled out before the machine completed printing on both sides of the paper.	Re-install the paper tray and press **Black Start** or **Color Start**.
Fuser Error	The temperature of the fuser unit does not rise to a specified temperature within the specified time.	Turn the power switch off, wait a few seconds, and then turn it on again. Leave the machine for 15 minutes with the power on.
	The fuser unit is too hot.	
Jam Duplex	The paper is jammed underneath Paper Tray 1 or in the fuser unit.	(See *Paper is jammed underneath paper tray 1* on page 118.)
Jam Inside	The paper is jammed inside the machine.	(See *Paper is jammed inside the machine* on page 114.)
Jam MP	The paper is jammed in the MP tray of the machine.	(See *Paper is jammed in the MP tray* on page 110.)
Jam Rear	The paper is jammed in the back of the machine.	(See *Paper is jammed at the back of the machine* on page 112.)

Error Message	Cause	Action
Jam Tray 1 Jam Tray 2	The paper is jammed in the paper tray of the machine.	(See *Paper is jammed in paper tray 1 or tray 2* on page 111.)
Limit Exceeded	The printing limit set by Secure Function Lock 2.0 was reached.	Contact your administrator to check your Secure Function Lock Settings.
Low Temperature	The room temperature is too low for the machine to operate.	Increase the room temperature to allow the machine to operate.
No Belt Unit	The belt unit is not installed properly.	Re-install the belt unit. (See *Replacing the belt unit* on page 86.)
No Paper	The machine is out of paper or paper is not properly loaded in the paper tray.	Do one of the following: ■ Refill the paper in the paper tray. ■ Remove the paper and load it again. ■ If the problem is not resolved, the paper pick-up roller may need to be cleaned. Clean the paper pick-up roller. (See *Cleaning the paper pick-up rollers* in *Appendix A* of the *Advanced User's Guide*.)
No Permission	Printing color documents is restricted by Secure Function Lock 2.0. The print job will be canceled.	Contact your administrator to check your Secure Function Lock Settings.
No Response/Busy	The number you dialed does not answer or is busy.	Verify the number and try again.
No Toner	The toner cartridge for the color indicated on the LCD is not installed correctly.	Pull out the drum unit. Take out the toner cartridge for the color indicated on the LCD, and then put it back into the drum unit.
No Tray	The paper tray indicated on the LCD is not installed properly.	Re-install the paper tray that is indicated on the LCD.
No Waste Toner	The waste toner box is not installed properly.	Re-install the waste toner box. (See *Replacing the waste toner box* on page 92.)

Error Message	Cause	Action
Out of Memory	The machine's memory is full.	**Fax sending or copy operation in progress** Do one of the following: ■ Press **Black Start** or **Color Start** to send or copy the scanned pages. ■ Press **Stop/Exit** and wait until the other operations in progress finish, and then try again. ■ Clear the faxes from the memory. Print the faxes that are stored in the memory to restore the memory to 100%. Then turn off Fax Storage to avoid storing more faxes in the memory. (See *Printing a fax from the memory* in *Chapter 4* of the *Advanced User's Guide* and *Fax Storage* in *Chapter 4* of the *Advanced User's Guide*.) ■ Add optional memory. (See *Memory board* in *Appendix B* of the *Advanced User's Guide*.) **Print operation in process** Do one of the following: ■ Reduce the print quality. (See *Basic tab* in the *Software User's Guide*.) ■ Clear the faxes from the memory. (See the above explanation.)
Print Unable XX	The machine has a mechanical problem.	Do one of the following: ■ Turn the power switch off, wait for a few minutes, and then turn it on again. (See *Transferring your faxes or Fax Journal report* on page 107.) ■ If the problem continues, call Brother Customer Service.
Protected Device	The protect switch of the USB Flash memory drive is on.	Turn off the protect switch of the USB Flash memory drive.

Error Message	Cause	Action
Registration failed	Registration failed.	Do one of the following: ■ Turn off the machine's power switch. Wait a few seconds, then turn it on again. ■ Try Manual Registration, MENU, Printer, Manual Regist.. (See *Manual Registration* in *Appendix A* of the *Advanced User's Guide*.) ■ Put in a new belt unit. (See *Replacing the belt unit* on page 86.) ■ If the problem continues, call Brother Customer Service.
Rename the File	There is already a file on the USB Flash memory drive with the same name as the file you are trying to save.	Change the name of the file on the USB Flash memory drive or the file you are trying to save.
Replace Parts Belt Unit	It is time to replace the belt unit.	Replace the belt unit. (See *Replacing the belt unit* on page 86.)
Replace Parts Drum Unit	It is time to replace the drum unit.	Replace the drum unit. (See *Replacing the drum unit* on page 80.)
	The drum unit counter was not reset when a new drum was installed.	Reset the drum unit counter. (See *Resetting the drum counter* on page 86.)
Replace Parts Fuser Unit	It is time to replace the fuser unit.	Call Brother Customer Service or a Brother Authorized Service Center to replace the fuser unit. To replace Fuser Unit call Brother Customer Service at: 1-877-BROTHER (1-877-276-8437) **(in USA)** 1-877-BROTHER **(in Canada)** or to locate a Brother Authorized Service Center, visit us at: http://www.brother-usa.com/service/

Error Message	Cause	Action
Replace Parts PF Kit 1 PF Kit 2 PF Kit MP	It is time to replace the paper feeding kit.	Call Brother Customer Service or a Brother Authorized Service Center to replace the PF Kit. To replace PF Kit call Brother Customer Service at: 1-877-BROTHER (1-877-276-8437) **(in USA)** 1-877-BROTHER **(in Canada)** or to locate a Brother Authorized Service Center, visit us at: http://www.brother-usa.com/service/
Replace Parts WT Box End Soon	The waste toner box is near the end of its life.	Buy a new waste toner box before you get a Replace WT Box message.
Replace Toner X	The toner cartridge is at the end of its life.	Replace the toner cartridge for the color indicated on the LCD. (See *Replacing a Toner cartridge* on page 68.)
Replace WT Box	It is time to replace the waste toner box.	Replace the waste toner box. (See *Replacing the waste toner box* on page 92.)
Scan Unable XX	The machine has a mechanical problem.	■ Turn off the power switch and then turn it on again. (See *Transferring your faxes or Fax Journal report* on page 107.) ■ If the problem continues, call Brother Customer Service.
	Document is too long for duplex scanning.	Press **Stop/Exit**. Use the suitable size of paper for duplex scanning. (See *Document Size* on page 179.)
Short paper	The length of the paper in the tray is too short for the machine to deliver it to the *Face down* output tray.	Open the back cover (*face-up* output tray) to let the printed paper out on the *face up* output tray. Remove the printed pages and then press **Black Start** or **Color Start**.
Size Error DX	The paper size defined in the printer driver is not usable for the automatic duplex printing.	Press **Black Start** or **Color Start**. Choose a paper size which is supported by the duplex tray. (See *Print media* on page 180.)
Size mismatch	The paper in the tray is not the correct size.	Load the correct size of paper in the tray and set the “Paper Size” (MENU, General Setup, Tray Setting). (See *Paper Size and Type* on page 18.)
Small paper	The paper size specified in the printer driver is too small for the machine to deliver it to the *Face down* output tray.	Open the back cover (*face-up* output tray) to let the printed paper out on the *face up* output tray and then press **Black Start** or **Color Start**.
Toner Error	One or more toner cartridges are not installed correctly.	Pull out the drum unit. Take out all the toner cartridges, and then put them back into the drum unit.

Error Message	Cause	Action
Toner Low	The toner cartridge is near the end of its life.	Buy a new toner cartridge for the color that is indicated on the LCD before you get a Replace Toner message.
Too Many Files	There are too many files stored on the USB Flash memory drive.	Reduce the number of files stored on the USB Flash memory drive.
Unusable Device	An incompatible or defective device has been connected to the USB direct interface.	Remove the USB Flash memory drive from the USB direct interface.

Transferring your faxes or Fax Journal report

If the LCD shows:

- Print Unable XX
- Scan Unable XX

We recommend transferring your faxes to another fax machine or to your PC. (See *Transferring faxes to another fax machine* on page 107 or *Transferring faxes to your PC* on page 107.)

You can also transfer the Fax Journal report to see if there are any faxes you need to transfer. (See *Transferring the Fax Journal report to another fax machine* on page 107.)

Note

If there is an error message on the machine's LCD after the faxes have been transferred, disconnect the machine from the power source for several minutes, and then reconnect it.

Transferring faxes to another fax machine

If you have not set up your Station ID, you cannot enter fax transfer mode. (See *Set your Station ID* in the *Quick Setup Guide*.)

1. Press MENU.
2. Press ▲ or ▼ to display Service.
 Press Service.
3. Press Data Transfer.
4. Press Fax Transfer.
5. Do one of the following:
 - If the LCD shows No Data, there are no faxes left in the machine's memory. Press **Stop/Exit**.
 - Enter the fax number to which faxes will be forwarded.
6. Press **Black Start** or **Color Start**.

Transferring faxes to your PC

You can transfer the faxes from your machine's memory to your PC.

1. Make sure that you have installed **MFL-Pro Suite** on your PC, and then turn on **PC-Fax Receiving** on the PC. (For details about PC-Fax Receive, see *PC-FAX receiving* in the *Software User's Guide*.)
2. Make sure that you have set PC Fax Receive on the machine. (See *PC-Fax Receive* in *Chapter 4* of the *Advanced User's Guide*.)
 If faxes are in the machine's memory when you set up PC-Fax Receive, the LCD will ask if you want to transfer the faxes to your PC.
3. Do one of the following:
 - To transfer all faxes to your PC, press Yes. You will be asked if you want a backup print.
 - To exit and leave the faxes in the memory, press No.
4. Press **Stop/Exit**.

Transferring the Fax Journal report to another fax machine

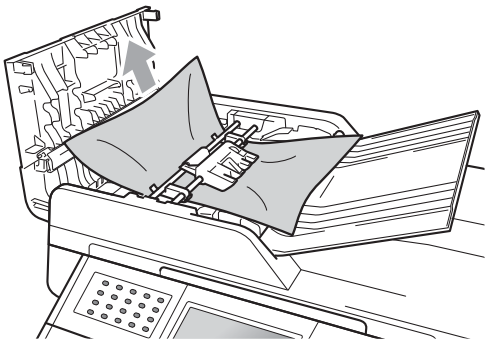
If you have not set up your Station ID, you cannot enter fax transfer mode. (See *Set your station ID* in the *Quick Setup Guide*.)

1. Press MENU.
2. Press ▲ or ▼ to display Service.
 Press Service.
3. Press Data Transfer.
4. Press Report Trans..
5. Enter the fax number to which the Fax Journal report will be forwarded.
6. Press **Black Start** or **Color Start**.

Document jams

Document is jammed in the top of the ADF unit

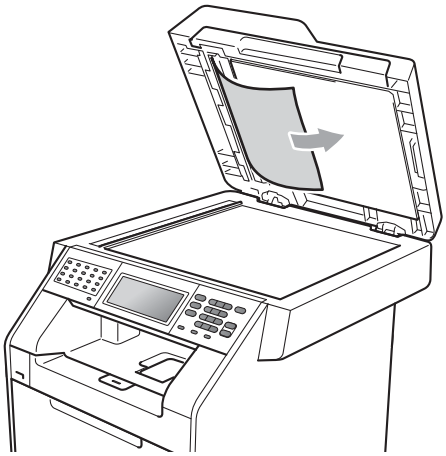
1. Take out any paper from the ADF that is not jammed.
2. Open the ADF cover.
3. Pull the jammed document out to the left.



4. Close the ADF cover.
5. Press **Stop/Exit**.

Document is jammed under the document cover

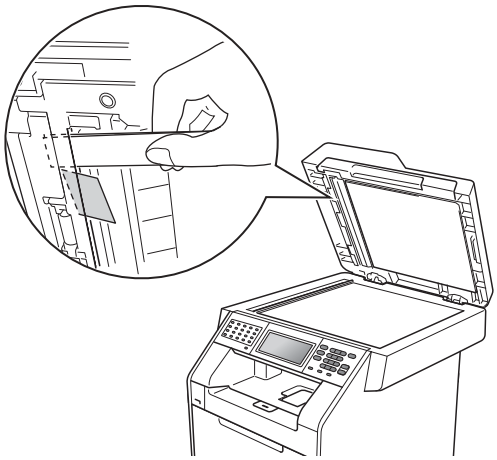
1. Take out any paper from the ADF that is not jammed.
2. Lift the document cover.
3. Pull the jammed document out to the right.



4. Close the document cover.
5. Press **Stop/Exit**.

Removing small documents jammed in the ADF

1. Lift the document cover.
2. Insert a piece of stiff paper, such as cardstock, into the ADF to push any small paper scraps through.



3. Close the document cover.
4. Press **Stop/Exit**.

Document is jammed at the output tray

1. Take out any paper from the ADF that is not jammed.
2. Pull the jammed document out to the right.



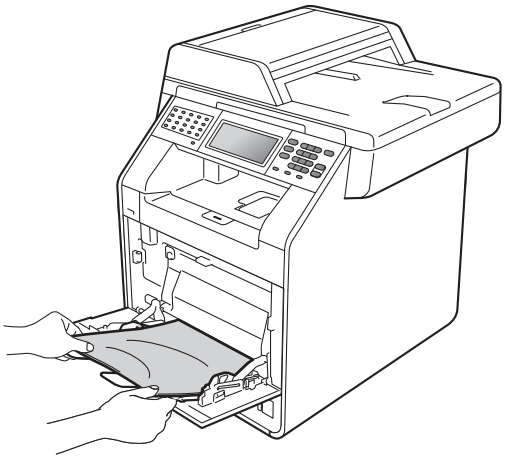
3. Press **Stop/Exit**.

Paper jams

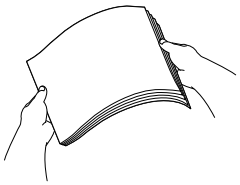
Paper is jammed in the MP tray

If the LCD shows `Jam MP`, follow these steps:

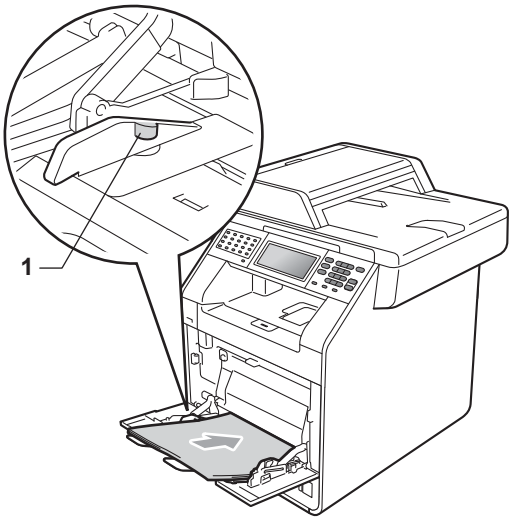
1. Remove the paper from the MP tray.
2. Remove any jammed paper from in and around the MP tray.



3. Fan the paper stack, and then put it back in the MP tray.



4. When loading paper in the MP tray, make sure that the paper stays under the maximum paper mark (1) on both sides of the tray.

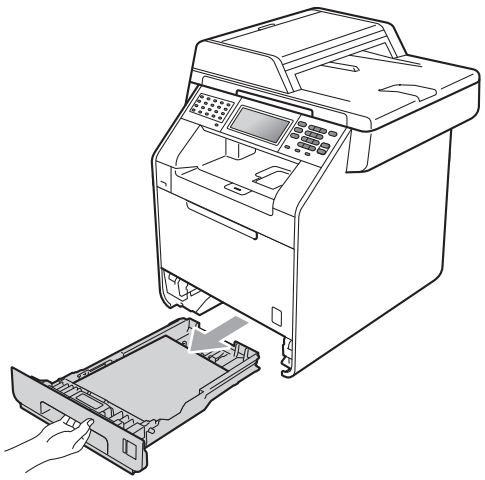


5. Press **Black Start** or **Color Start** to resume printing.

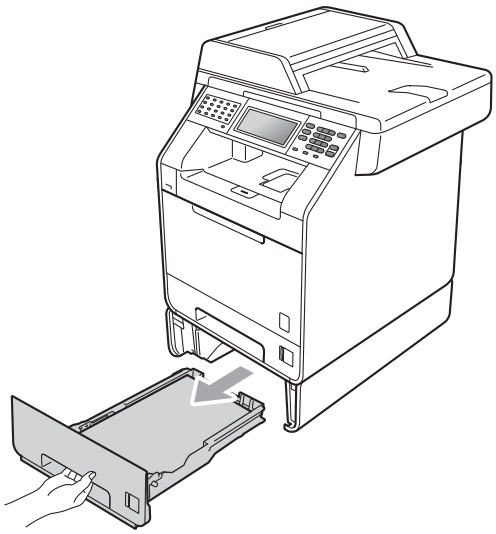
Paper is jammed in paper tray 1 or tray 2

If the LCD shows `Jam Tray 1` or `Jam Tray 2`, follow these steps:

1. Pull the paper tray completely out of the machine.
 For `Jam Tray 1`:

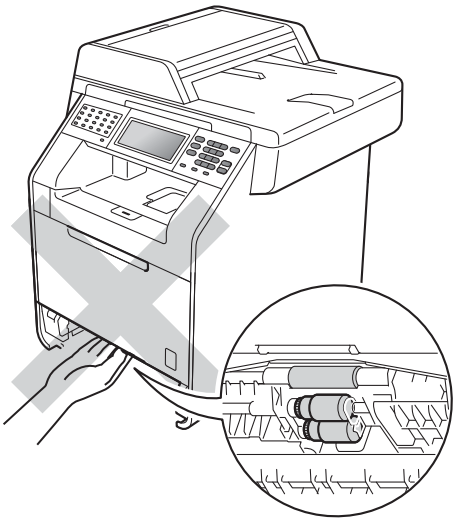


 For `Jam Tray 2`:

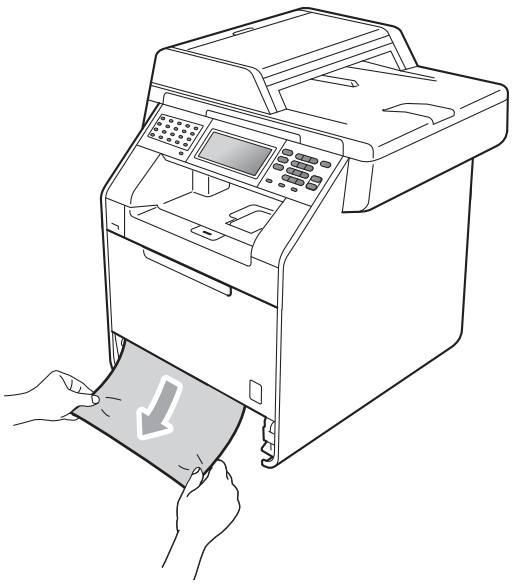


WARNING

DO NOT touch the shaded parts shown in the illustration. These rollers may be rotating at high speed and can pinch or entrap your hand.



2. Use both hands to slowly pull out the jammed paper.



B

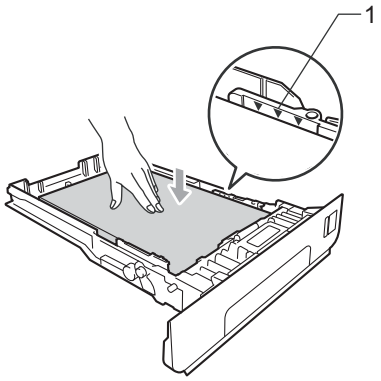
IMPORTANT

If the paper cannot easily be removed in this direction, stop and follow the instructions for *Paper is jammed inside the machine* on page 114.

Note

Pulling out the jammed paper downwards allows you to remove the paper easier.

3. Make sure the paper is below the maximum paper mark (▼▼▼) (1) of the paper tray. While pressing the green paper-guide release lever, slide the paper guides to fit the paper size. Make sure that the guides are firmly in the slots. (See *Loading paper in the standard paper tray* on page 10.)



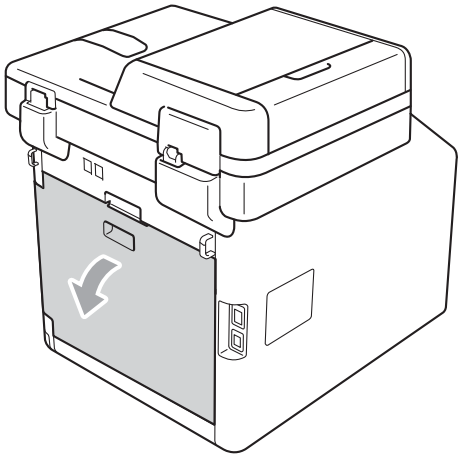
4. Put the paper tray firmly back in the machine.

Paper is jammed at the back of the machine

If the LCD shows `Jam Rear`, a paper jam occurred behind the back cover. Follow these steps:

1. Leave the machine turned on for 10 minutes to cool down.

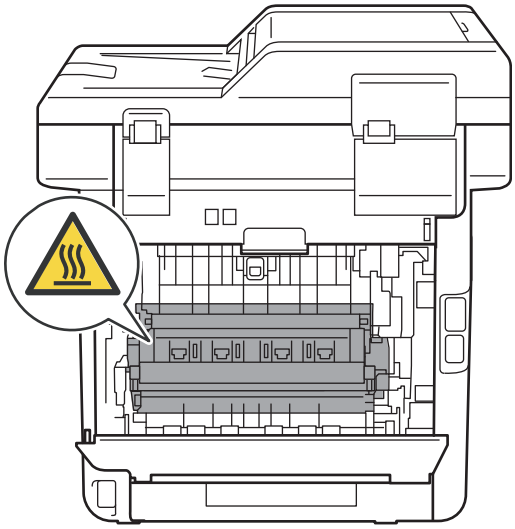
2. Open the back cover.



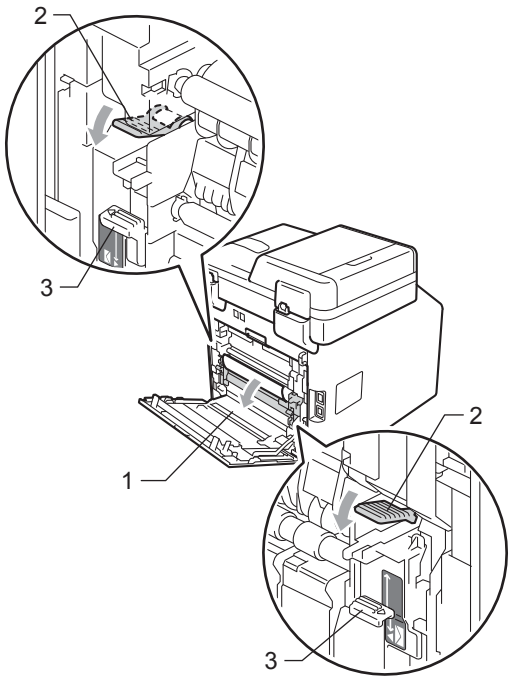
WARNING

HOT SURFACE

After you have just used the machine, some internal parts of the machine will be extremely hot. Wait for the machine to cool down before you touch the internal parts of the machine.



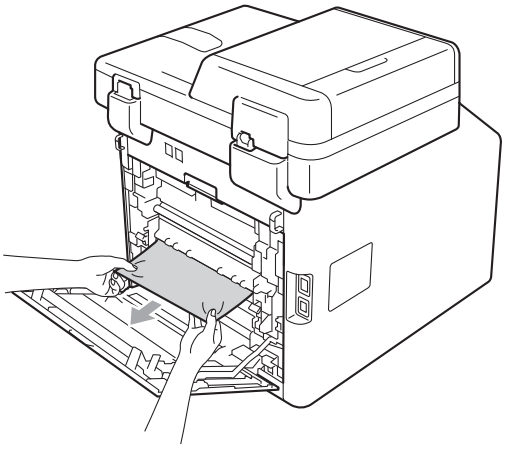
3 Pull the green tabs (2) at the left and right hand sides toward you and fold down the fuser cover (1).



Note

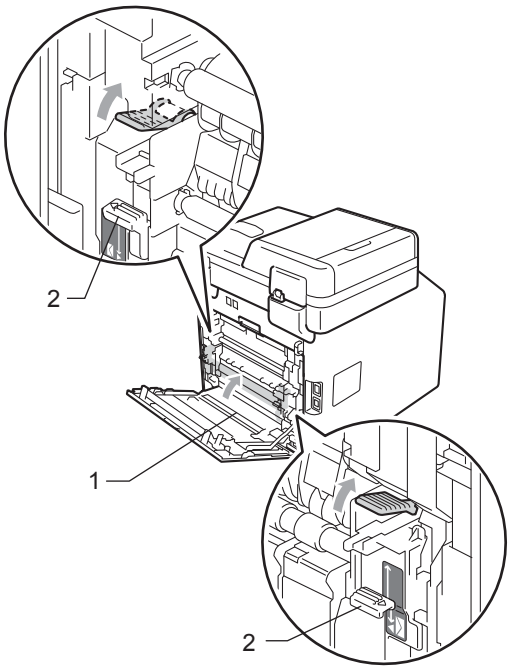
If the envelope levers (3) inside the back cover are pulled down to the envelope position, lift these levers to the original position before pulling the green tabs (2) down.

4 Using both hands, gently pull the jammed paper out of the fuser unit.



B

5 Close the fuser cover (1).



Note

If you are printing on envelopes, pull down the envelope levers (2) to the envelope position again before closing the back cover.

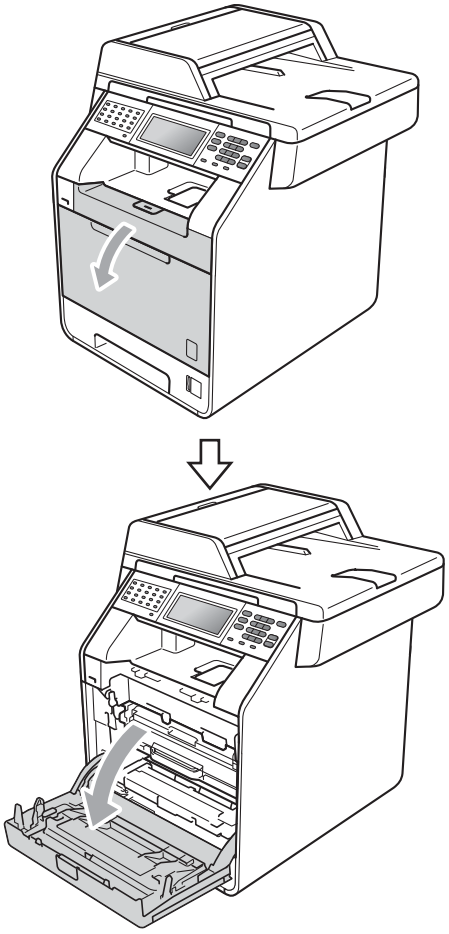
6 Fully close the back cover.

Paper is jammed inside the machine

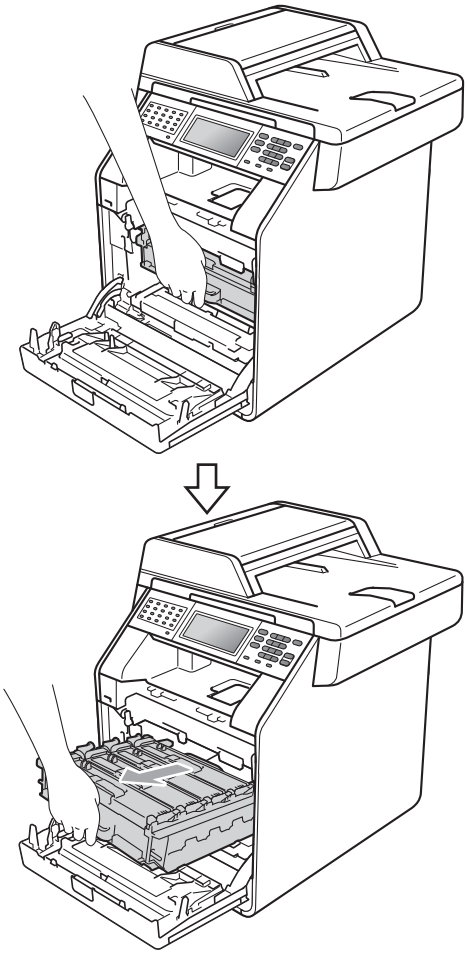
If the LCD shows `Jam Inside`, follow these steps:

1 Turn off the machine's power switch. Unplug the telephone line cord first, disconnect all cables, and then unplug the power cord from the AC power outlet.

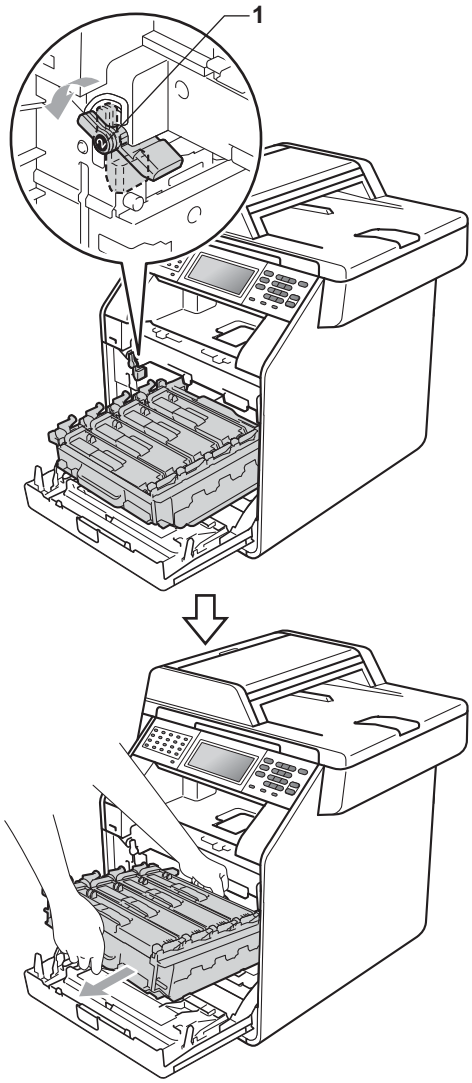
2 Press the front cover release button and then open the front cover.



3 Hold the green handle of the drum unit. Pull the drum unit out until it stops.

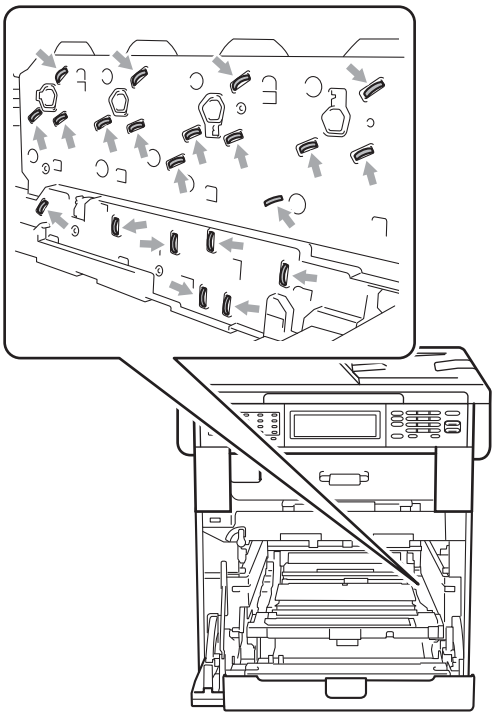


4 Turn the green lock lever (1) at the left of the machine counterclockwise to the release position. Holding the green handles of the drum unit, lift the front of the drum unit and remove it from the machine.



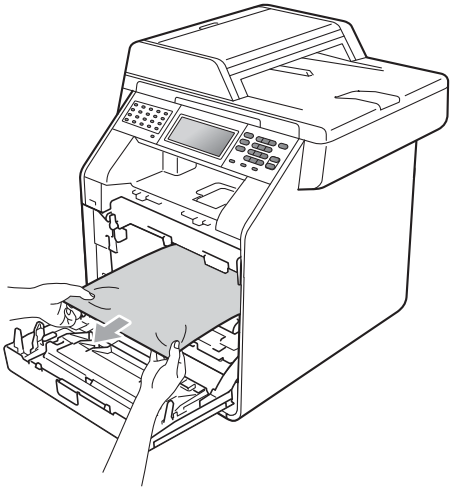
IMPORTANT

- We recommend that you place the drum unit and the toner cartridges on a clean, flat surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.
- To prevent damage to the machine from static electricity, DO NOT touch the electrodes shown in the illustration.

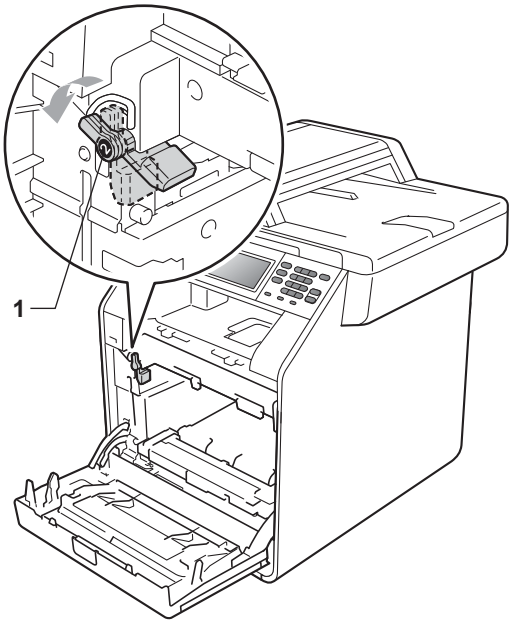


- Hold the green handles of the drum unit when you carry it. DO NOT hold the sides of the drum unit.

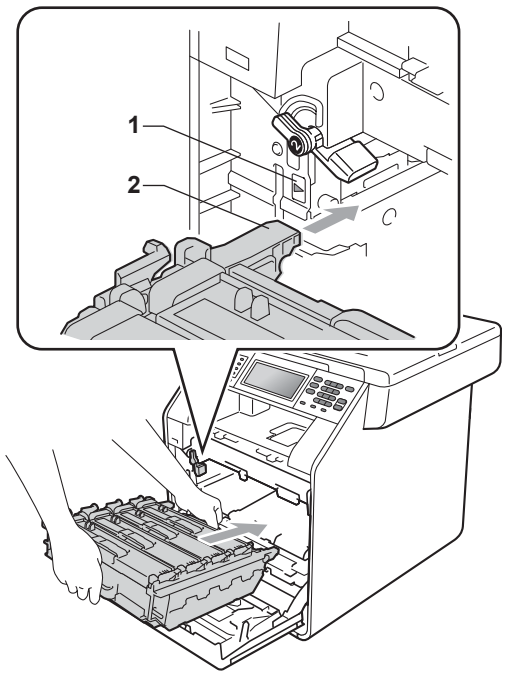
5 Pull out the jammed paper slowly.



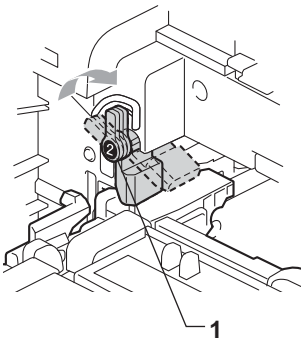
6 Make sure the green lock lever (1) is in the release position as shown in the illustration.



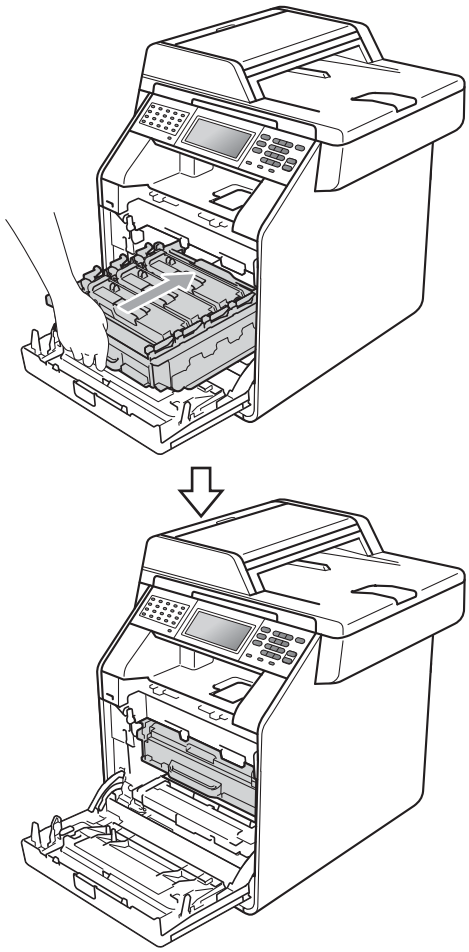
7 Match the guide ends (2) of the drum unit to the ▶ marks (1) on both sides of the machine, then gently slide the drum unit into the machine until it stops at the green lock lever.



8 Turn the green lock lever (1) clockwise to the lock position.



9 Push the drum unit in until it stops.



10 Close the front cover of the machine.

Note

If you turn off the machine while the LCD shows `Jam Inside`, the machine will print incomplete data from your computer. Before you turn on the machine, delete the print spool job on your computer.

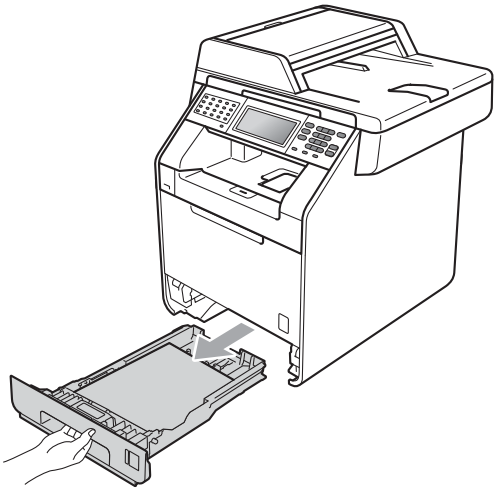
11 Plug the machine's power cord back into the AC power outlet first, and reconnect all cables and the telephone line cord. Turn on the machine's power switch.

B

Paper is jammed underneath paper tray 1

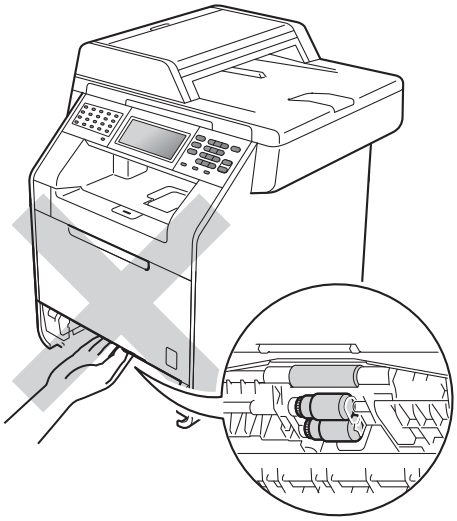
If the LCD shows `Jam Duplex`, follow these steps:

1. Leave the machine turned on for 10 minutes to cool down.
2. Pull the paper tray completely out of the machine.

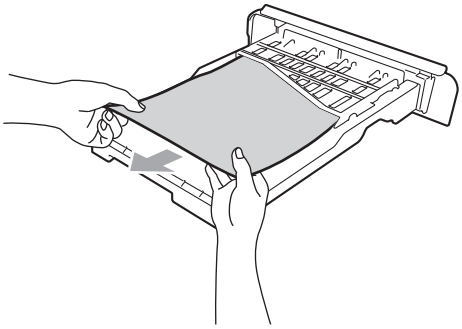


WARNING

DO NOT touch the shaded parts shown in the illustration. These rollers may be rotating at high speed and can pinch or entrap your hand.



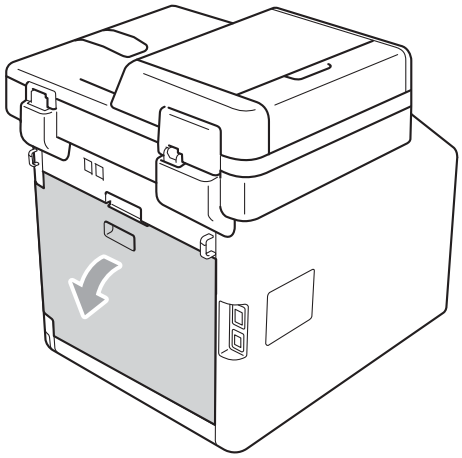
3. If paper is not caught inside the machine, turn the paper tray over and check underneath the paper tray.



Note

DO NOT put the paper tray back in at this point.

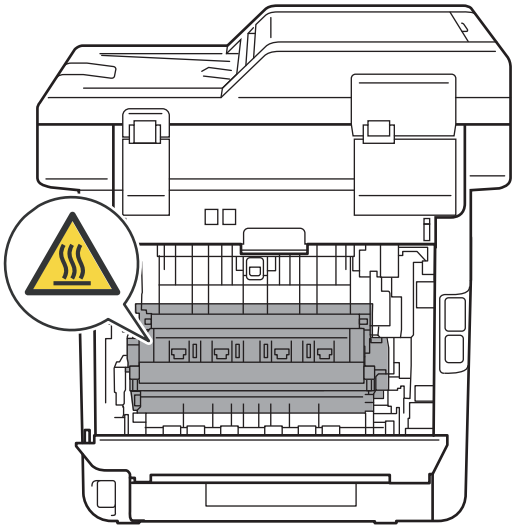
4 If the paper is not caught in the paper tray, open the back cover.



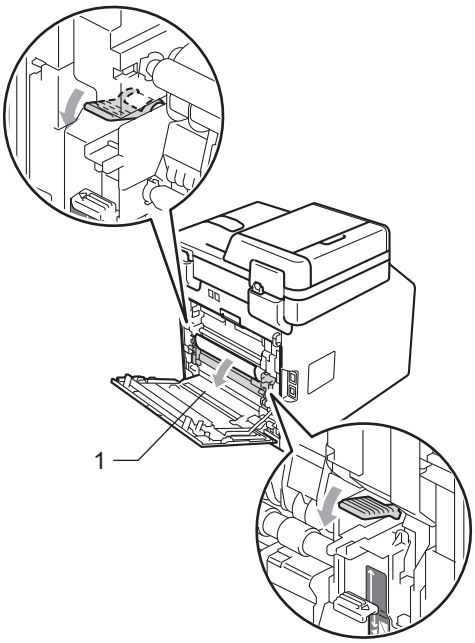
WARNING

HOT SURFACE

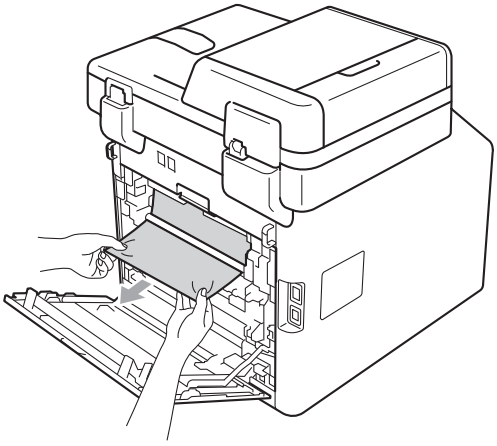
After you have just used the machine, some internal parts of the machine will be extremely hot. Wait for the machine to cool down before you touch the internal parts of the machine.



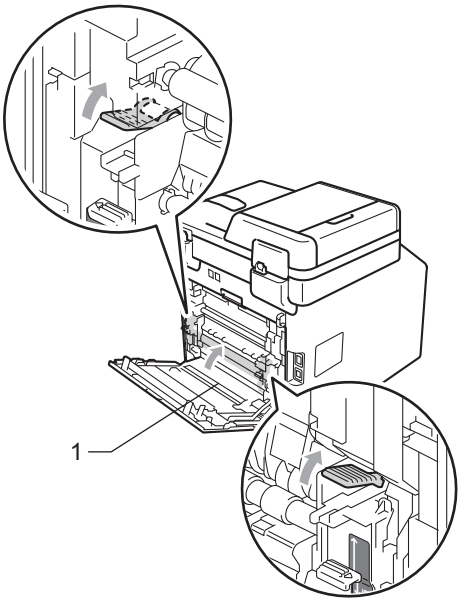
5 Push down and pull the green tabs at the left and right hand sides toward you and fold down the fuser cover (1).



6 Using both hands, gently pull out the jammed paper.



7 Close the fuser cover (1).



8 Fully close the back cover.

9 Put the paper tray firmly back in the machine.

If you are having difficulty with your machine

IMPORTANT

For technical help, you must call the country where you bought the machine. Calls must be made ***from within*** that country.

If you think there is a problem, check the chart below and follow the troubleshooting tips. You can solve most problems by yourself.

If you need additional help, the Brother Solutions Center offers the latest FAQs and troubleshooting tips.

Visit us at http://solutions.brother.com/.

Printing or printing received faxes

Difficulties	Suggestions
■ Condensed print ■ Horizontal streaks ■ Top and bottom sentences are cut off ■ Missing lines	Usually this is caused by a poor telephone connection. If your copy looks good, you probably had a bad connection, with static or interference on the telephone line. Ask the other party to send the fax again.
Poor print quality	See *Improving the print quality* on page 131.
Vertical black lines when receiving	The corona wires for printing may be dirty. Clean the corona wires on the drum unit. (See *Cleaning the corona wires* on page 74.)
	The sender's scanner may be dirty. Ask the sender to make a copy to see if the problem is with the sending machine. Try receiving from another fax machine.
	If the problem continues, call Brother Customer Service at 1-877-BROTHER (1-877-276-8437) (**in USA**) or 1-877-BROTHER (**in Canada**).
Received faxes appear as split or blank pages.	If the received faxes are divided and printed on two pages or if you get an extra blank page, your paper size setting may not be correct for the paper you are using. (See *Paper Size and Type* on page 18.)
	Turn on Auto Reduction. (See *Printing a reduced incoming fax* in *Chapter 4* of the *Advanced User's Guide*.)

Telephone line or connections

Difficulties	Suggestions
Dialing does not work.	Check for a dial tone.
	Change `Tone/Pulse` setting. (See the *Quick Setup Guide*.) (Canada only)
	Check all line cord connections.
	Check that the machine is plugged in and switched on.
	Send a manual fax by pressing **Hook** or by lifting the handset of the external telephone and dialing the number. Wait to hear fax receiving tones before pressing **Black Start** or **Color Start**.

Telephone line or connections (continued)

Difficulties	Suggestions
The machine does not answer when called.	Make sure the machine is in the correct receive mode for your setup. (See *Receive Mode settings* on page 35.) Check for a dial tone. If possible, call your machine to hear it answer. If there is still no answer, check the telephone line cord connection. If you do not hear ringing when you call your machine, ask your telephone company to check the line.

Receiving Faxes

Difficulties	Suggestions
Cannot receive a fax.	Make sure your machine has a dial tone by pressing the **Hook** key. If you hear static or interference on your fax line, please contact your local telephone company.
	Check all line cord connections. Make sure the telephone line cord is plugged into the telephone wall jack and the LINE jack of the machine. If you subscribe to DSL or VoIP services, please contact your service provider for connection instructions.
	Make sure the machine is in the correct Receive Mode. This is determined by the external devices and telephone subscriber services you have on the same line as the Brother machine. (See *Receive Mode settings* on page 35.) If you have a dedicated fax line and want your Brother machine to automatically answer all incoming faxes, you should select `Fax Only` mode. If your Brother machine shares a line with an external answering machine, you should select the `External TAD` mode. In `External TAD` mode, your Brother machine will automatically receive incoming faxes and voice callers will be able to leave a message on your answering machine. If your Brother machine shares the line with a Voice Mail subscriber service, please see *Voice Mail* on page 37. If your Brother machine is on a line with the Distinctive Ring subscriber service, please see *Distinctive Ring* on page 38. If your Brother machine shares a line with other telephones and you want it to automatically answer all incoming faxes, you should select the `Fax/Tel` mode. In `Fax/Tel` mode, your Brother machine will automatically receive faxes and produce a pseudo/double-ring to alert you to answer voice calls. If you do not want your Brother machine to automatically answer any incoming faxes, you should select the `Manual` mode. In `Manual` mode, you must answer every incoming call and activate the machine to receive faxes.

Receiving Faxes (continued)

Difficulties	Suggestions
Cannot receive a fax. (continued)	Another device or service at your location may be answering the call before your Brother machine answers. To test this, lower the ring delay setting: ■ If the answer mode is set to `Fax Only` or `Fax/Tel`, reduce the ring delay to 1 ring. (See *Ring Delay* on page 35.) ■ If the answer mode is set to `External TAD`, reduce the number of rings programmed on your answering machine to 2. ■ If the answer mode is set to `Manual`, DO NOT adjust the ring delay setting. Have someone send you a test fax: ■ If you received the test fax successfully, your machine is operating properly. Remember to reset your ring delay or answering machine setting back to your original setting. If receiving problems recur after resetting the ring delay, then a person, device, or subscriber service is answering the fax call before the machine has a chance to answer. ■ If you were not able to receive the fax, then another device or subscriber service may be interfering with your fax reception or there may be a problem with your fax line.
	If you are using a telephone answering machine (`External TAD` mode) on the same line as the Brother machine, make sure your answering machine is set up correctly. (See *Connecting an external TAD (telephone answering device)* on page 40.) 1 Plug the telephone line cord directly from the wall telephone jack to your Brother machine's LINE jack. 2 Remove the protective cap from your Brother machine's EXT jack, and then plug the telephone line cord from your answering machine into the EXT jack. 3 Set your answering machine to answer within 4 rings. If you are having problems receiving faxes or voice messages, set your answering machine to answer within 2 or 3 rings. 4 Record the outgoing message on your answering machine. ■ Record five seconds of silence at the beginning of your outgoing message. ■ Limit your speaking to 20 seconds. ■ End your outgoing message with your Fax Receive Code for people sending manual faxes. For example: "After the beep, leave a message or press ✳**51** and Start to send a fax." 5 Set your answering machine to answer calls. 6 Set your Brother machine's Receive Mode to `External TAD`. (See *Receive Mode settings* on page 35.)
	Make sure your Brother machine's Easy Receive feature is turned On. Easy Receive is a feature that allows you to receive a fax even if you have answered the call on an external or extension telephone. (See *Easy Receive* on page 36.)
	If you often get transmission errors due to possible interference on the telephone line, try changing the Compatibility setting to `Basic(for VoIP)`. (See *Telephone line interference / VoIP* on page 130.)
	Contact your administrator to check your Secure Function Lock Settings.

Sending faxes

Difficulties	Suggestions
Poor sending quality.	Try changing your resolution to `Fine` or `S.Fine`. Make a copy to check your machine's scanner operation. If the copy quality is not good, clean the scanner. (See *Cleaning the scanner* in *Appendix A* of the *Advanced User's Guide*.)
Transmission Verification Report says `RESULT:NG`.	There is probably temporary noise or static on the line. Try sending the fax again. If you are sending a PC-Fax message and get `RESULT:NG` on the Transmission Verification Report, your machine may be out of memory. To free up extra memory, you can turn off fax storage (see *Changing Remote Fax Options* in *Chapter 4* of the *Advanced User's Guide*), print fax messages in memory (see *Printing a fax from the memory* in *Chapter 4* of the *Advanced User's Guide*) or cancel a delayed fax or polling job (see *Checking and canceling waiting jobs* in *Chapter 3* of the *Advanced User's Guide*). If the problem continues, ask the telephone company to check your telephone line.
	If you often get transmission errors due to possible interference on the telephone line, try changing the Compatibility setting to `Basic(for VoIP)`. (See *Telephone line interference / VoIP* on page 130.)
Sent faxes are blank.	Make sure you are loading the document properly. (See *Loading documents* on page 26.)
Vertical black lines when sending.	Black vertical lines on faxes you send are typically caused by dirt or correction fluid on the glass strip. (See *Cleaning the scanner* in *Appendix A* of the *Advanced User's Guide*.)
Cannot send a fax.	Contact your administrator to check your Secure Function Lock Settings.

Handling incoming calls

Difficulties	Suggestions
The machine 'Hears' a voice as a CNG Tone.	If `Easy Receive` is set to On, your machine is more sensitive to sounds. It may mistakenly interpret certain voices or music on the line as a fax machine calling and respond with fax receiving tones. Deactivate the machine by pressing **Stop/Exit**. Try avoiding this problem by turning `Easy Receive` to Off. (See *Easy Receive* on page 36.)
Sending a Fax Call to the machine.	If you answered on an external or extension telephone, press your Fax Receive Code (default setting is ∗51). When your machine answers, hang up.
Custom features on a single line.	If you have Call Waiting, Call Waiting/Caller ID, Caller ID, RingMaster, Voice Mail, an answering machine, an alarm system or other custom feature on a single telephone line with your machine, it may create a problem sending or receiving faxes. **For Example:** If you subscribe to Call Waiting or some other custom service and its signal comes through the line while your machine is sending or receiving a fax, the signal can temporarily interrupt or disrupt the faxes. Brother's ECM feature should help overcome this problem. This condition is related to the telephone system industry and is common to all devices that send and receive information on a single, shared line with custom features. If avoiding a slight interruption is crucial to your business, a separate line with no custom features is recommended.

Copy difficulties

Difficulties	Suggestions
Cannot make a copy.	■ Make sure that **COPY** is illuminated. (See *How to copy* on page 53.) ■ Contact your administrator to check your Secure Function Lock Settings.

Copy difficulties (continued)

Difficulties	Suggestions
Vertical black line appears in copies.	Black vertical lines on copies are typically caused by dirt or correction fluid on the glass strip, or the corona wire is dirty. (See *Cleaning the scanner* in *Appendix A* of the *Advanced User's Guide* and *Cleaning the corona wires* on page 74.)
Copies are blank.	Make sure you are loading the document properly. (See *Using the automatic document feeder (ADF)* on page 26 or *Using the scanner glass* on page 27.)

Printing difficulties

Difficulties	Suggestions
No printout.	■ Check that the machine is plugged in and the power switch is turned on. ■ Check that the toner cartridge and drum unit are installed properly. (See *Replacing the drum unit* on page 80.) ■ Check the interface cable connection on both the machine and your computer. (See the *Quick Setup Guide*.) ■ Check that the correct printer driver has been installed and chosen. ■ Check to see if the LCD is showing an error message. (See *Error and maintenance messages* on page 99.) ■ Check that the machine is online: (Windows® 7 and Windows Server® 2008 R2) Click the **Start** button and **Devices and Printers**. Right-click **Brother MFC-XXXX Printer**. Make sure that **Use Printer Offline** is unchecked. (Windows Vista®) Click the **Start** button, **Control Panel**, **Hardware and Sound**, and then **Printers**. Right-click **Brother MFC-XXXX Printer**. Make sure that **Use Printer Offline** is unchecked. (Windows® XP and Windows Server® 2003/2008) Click the **Start** button and choose **Printers and Faxes**. Right-click **Brother MFC-XXXX Printer**. Make sure that **Use Printer Offline** is unchecked. (Windows® 2000) Click the **Start** button and choose **Settings** and then **Printers**. Right-click **Brother MFC-XXXX Printer**. Make sure that **Use Printer Offline** is unchecked. ■ Contact your administrator to check your Secure Function Lock settings. ■ If either the Cyan, Magenta or Yellow toner reaches the end of its life while printing a color document, the print job cannot be completed. You can choose to start the print job again in Mono mode, as long as black toner is available. See *Basic tab* in the *Software User's Guide*.
The machine prints unexpectedly or it prints garbage.	■ Press **Job Cancel** to cancel print jobs. ■ Check the settings in your application to make sure it is set up to work with your machine.
The machine prints the first couple of pages correctly, then some pages have text missing.	■ Check the settings in your application to make sure that it is set up to work with your machine. ■ Your computer is not recognizing the machine's input buffer's full signal. Make sure that you connected the interface cable correctly. (See the *Quick Setup Guide*.)
The headers or footers appear when the document displays on the screen but they do not show up when it is printed.	There is an unprintable area on the top and bottom of the page. Adjust the top and bottom margins in your document to allow for this. (See *Unscannable and unprintable areas* on page 17.)

Printing difficulties (continued)

Difficulties	Suggestions
The machine does not print on both sides of the paper even though the printer driver setting is Duplex.	Check the paper size setting in the printer driver. You need to choose Letter, Legal or Folio [16 to 28 lb (60 to 105 g/m^2)].
The machine is not printing or has stopped printing.	■ If either the Cyan, Magenta or Yellow toner reaches the end of its life while printing a color document, the print job cannot be completed. You can choose to start the print job again in Mono mode, as long as black toner is available. See *Basic tab* in the *Software User's Guide*. ■ Press **Job Cancel**. As the machine cancels the print job and clears it from the memory it may produce an incomplete printout.
The machine does not change to Direct Print mode when a USB flash memory drive is connected to the USB direct interface.	When the machine is in Deep Sleep mode, the machine does not wake up when a USB flash memory drive is connected to the USB direct interface. Press the LCD surface or any key to wake up the machine. Then press `Direct Print` on the LCD to display the Direct Print menu.

Scanning difficulties

Difficulties	Suggestions
TWAIN errors appear while scanning.	Make sure that the Brother TWAIN driver is chosen as the primary source. In PaperPort™ 12SE, click **File**, **Scan or Get Photo** and choose the Brother TWAIN driver.
OCR does not work.	Try increasing the scanning resolution. (Macintosh users) Make sure you have downloaded and installed Presto! PageManager from http://nj.newsoft.com.tw/download/brother/PM9SEInstaller_BR_multilang.dmg
Network scanning does not work.	See *Network difficulties* on page 128.
Cannot scan.	Contact your administrator to check your Secure Function Lock Settings.

Software difficulties

Difficulties	Suggestions
Cannot install software or print.	Run the **Repair MFL-Pro Suite** program on the CD-ROM. This program will repair and reinstall the software.
Cannot perform ‘2 in 1’ or ‘4 in 1’ printing.	Check that the paper size setting in the application and in the printer driver are the same.
The machine does not print from Adobe® Illustrator®.	Try to reduce the print quality. (See *Basic tab* in the *Software User's Guide*.)

Paper handling difficulties

Difficulties	Suggestions
The machine does not feed paper. The LCD shows `No Paper` or a Paper Jam message.	■ If there is no paper, load a new stack of paper into the paper tray. ■ If there is paper in the paper tray, make sure it is straight. If the paper is curled, you should straighten it. Sometimes it is helpful to remove the paper, turn the stack over and put it back into the paper tray. ■ Reduce the amount of paper in the paper tray, and then try again. ■ Make sure that manual feed mode is not chosen in the printer driver. ■ Clean the paper pick-up roller. See *Cleaning the paper pick-up rollers* in *Appendix A* of the *Advanced User's Guide*. ■ If the LCD shows the Paper Jam message and you still have a problem, see *Error and maintenance messages* on page 99.
The machine does not feed paper from the MP tray.	■ Make sure that **MP tray** is chosen in the printer driver. ■ Fan the paper well and put it back in the tray firmly.
How do I print on envelopes?	You can load envelopes in the MP tray. Your application must be set up to print the envelope size you are using. This is usually done in the Page Setup or Document Setup menu of your application. (See your application's manual for more information.)
What paper can I use?	You can use thin paper, plain paper, thick paper, bond paper, recycled paper, glossy paper, envelopes and labels that are made for laser machines. (For details, see *Acceptable paper and other print media* on page 21.)
There is a paper jam.	Clear the jammed paper. (See *Error and maintenance messages* on page 99.)

Print quality difficulties

Difficulties	Suggestions
Printed pages are curled.	■ Low quality thin or thick paper or not printing on the recommended side of the paper could cause this problem. Try turning over the stack of paper in the paper tray. ■ Make sure that you choose the Paper Type that suits the print media type you are using. (See *Acceptable paper and other print media* on page 21.)
Printed pages are smeared.	The Paper Type setting may be incorrect for the type of print media you are using, or the print media may be too thick or have a rough surface. (See *Acceptable paper and other print media* on page 21 and *Basic tab* in the *Software User's Guide*.)
Printouts are too light.	■ If this problem occurs when making copies or printing received faxes, turn Toner Save mode to `Off` in the machine menu settings. (See *Toner Save* in *Chapter 1* of the *Advanced User's Guide*) ■ Remove the check in the **Toner Save Mode** check box in the **Advanced** tab of the printer driver. (See *Advanced tab* in the *Software User's Guide*.) ■ In the **Basic** tab of the printer driver, click the **Settings** button and check the **Enhance Black Printing** check box.

Network difficulties

Difficulties	Suggestions
Cannot print over a wired Network.	If you are having Network problems see the *Network User's Guide* for more information. Make sure your machine is powered on and is on-line and in Ready mode. Print the Network Configuration report to see your current Network settings. (See *Reports* in *Chapter 6* of the *Advanced User's Guide*.) Reconnect the LAN cable to the hub to verify that the cable and network connections are good. If possible, try connecting the machine to a different port on your hub using a different cable. You can check the current wired network status from the Network control panel menu.
The network scanning feature does not work.	**(Windows®)** It is necessary to set the third-party Security/Firewall Software to allow Network scanning. To add port 54925 for Network scanning, enter the information below: ■ In Name: Enter any description, for example Brother NetScan. ■ In Port number: Enter 54925. ■ In Protocol: UDP is selected. Please refer to the instruction manual that came with your third-party Security/Firewall Software or contact the software manufacturer. For more details, you can read FAQs and troubleshooting suggestions at http://solutions.brother.com/. **(Macintosh)** ■ The network scanning feature may not work due to the firewall settings. Change or disable the firewall settings. If you are using a third-party personal Firewall software, see the User's Guide for your software or contact the software manufacturer. ■ Re-select your machine in the **Device Selector** application located in **Macintosh HD**/**Library**/**Printers**/**Brother**/**Utilities**/**DeviceSelector** or from the model list in **ControlCenter2**.
The network PC-Fax Receive feature does not work.	**(Windows® only)** It is necessary to set the third-party Security/Firewall Software to allow PC-FAX Rx. To add port 54926 for Network PC-FAX Rx, enter the information below: ■ In Name: Enter any description, for example Brother PC-FAX Rx. ■ In Port number: Enter 54926. ■ In Protocol: UDP is selected. Please refer to the instruction manual that came with your third-party Security/Firewall Software or contact the software manufacturer. For more details, you can read FAQs and troubleshooting suggestions at http://solutions.brother.com/.

Network difficulties (continued)

Difficulties	Suggestions
Your computer cannot find your machine.	**(Windows®)** The firewall setting on your PC may be rejecting the necessary network connection. (For details, see the instructions above.) **(Macintosh)** ■ The computer may be unable to detect the machine due to the firewall settings. Change or disable the firewall settings. If you are using a third-party personal Firewall software, see the User's Guide for your software or contact the software manufacturer. ■ Re-select your machine in the **Device Selector** application located in **Macintosh HD**/**Library**/**Printers**/**Brother**/**Utilities**/**DeviceSelector** or from the Model pop-up menu of **ControlCenter2**.
Cannot connect to wireless network.	Investigate the problem using the `WLAN Report`. Press `MENU`, `Print Reports`, `WLAN Report`. and then press **Black Start** or **Color Start**. For more details, see the *Quick Setup Guide*.

Other

Difficulties	Suggestions
The machine will not turn on.	Adverse conditions on the power connection (such as lightning or a power surge) may have triggered the machine's internal safety mechanisms. Turn the machine off and unplug the power cord. Wait for ten minutes, then plug in the power cord and turn the machine on. If the problem is not solved, turn off the machine. Plug the power cord into a different known working outlet and turn on the machine.

Setting Dial Tone detection

Setting the Dial Tone to Detection will shorten the Dial Tone detect pause.

1. Press MENU.
2. Press ▲ or ▼ to display Initial Setup.
 Press Initial Setup.
3. Press ▲ or ▼ to display Dial Tone.
 Press Dial Tone.
4. Press Detection or No Detection.
5. Press **Stop/Exit**.

Telephone line interference / VoIP

If you are having difficulty sending or receiving a fax due to possible interference on the telephone line, we recommend that you adjust the Equalization for compatibility to reduce the modem speed for fax operations.

1. Press MENU.
2. Press ▲ or ▼ to display Fax.
 Press Fax.
3. Press ▲ or ▼ to display Miscellaneous.
 Press Miscellaneous.
4. Press Compatibility.
5. Press Basic(for VoIP), Normal or High.
 - Basic(for VoIP) reduces the modem speed to 9600 bps and turns the error correction mode (ECM) off.

 For a standard telephone line: If you regularly experience interference on your standard telephone line try this setting.

 If you are using VoIP: VoIP service providers offer fax support using various standards. If you regularly experience fax transmission errors try this setting.
 - Normal sets the modem speed at 14400 bps.
 - High sets the modem speed at 33600 bps.
6. Press **Stop/Exit**.

Note

When you change the Compatibility to Basic(for VoIP), the ECM feature is only available for color fax sending.

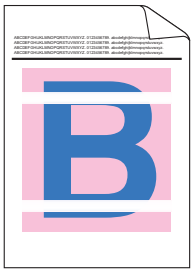
Improving the print quality

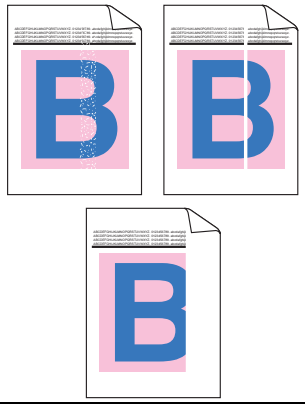
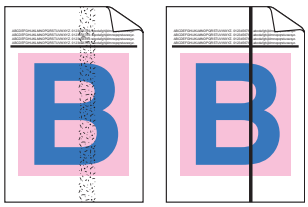
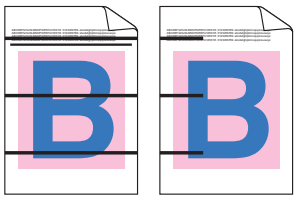
If you have a print quality problem, print a test page first (`MENU`, `Printer`, `Print Options`, `Test Print`). If the printout looks good, the problem is probably not the machine. Check the interface cable connections or try printing a different document. If the printout or test page printed from the machine has a quality problem, check the following steps first. And then, if you still have a print quality problem, check the chart below and follow the recommendations.

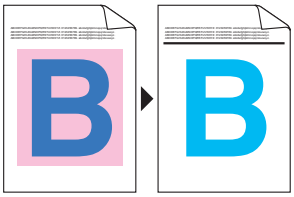
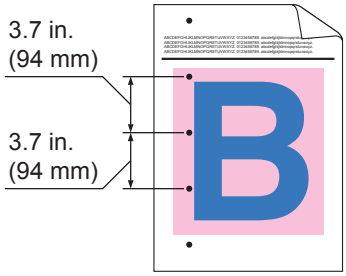
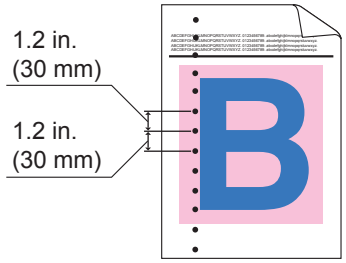
Note

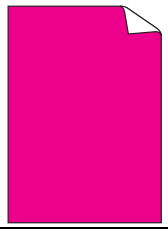
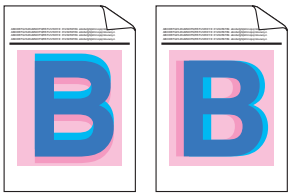
Using non-Brother supplies may affect the print quality, hardware performance, and machine reliability.

1. To get the best print quality, we suggest using the recommended paper. Check that you use paper that meets our specifications. (See *Acceptable paper and other print media* on page 21.)
2. Check that the drum unit and toner cartridges are installed properly.

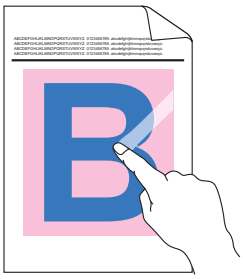
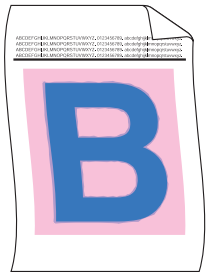
Examples of poor print quality	Recommendation
White lines, bands or ribbing across the page 	■ Put in a new drum unit. (See *Replacing the drum unit* on page 80.)
Colors are light or unclear on the whole page 	■ Make sure Toner Save mode is off in the control panel of the machine or the printer driver. ■ Make sure that you choose the proper media type in the printer driver or in the machine's Paper Type menu setting. (See *Acceptable paper and other print media* on page 21 and *Basic tab* in the *Software User's Guide*.) ■ Shake all four toner cartridges gently. ■ Wipe the laser scanner windows with a dry lint-free soft cloth. (See *Cleaning the laser scanner windows* in *Appendix A* of the *Advanced User's Guide*.) ■ Perform the calibration. (See *Calibration* in *Appendix A* of the *Advanced User's Guide*.)

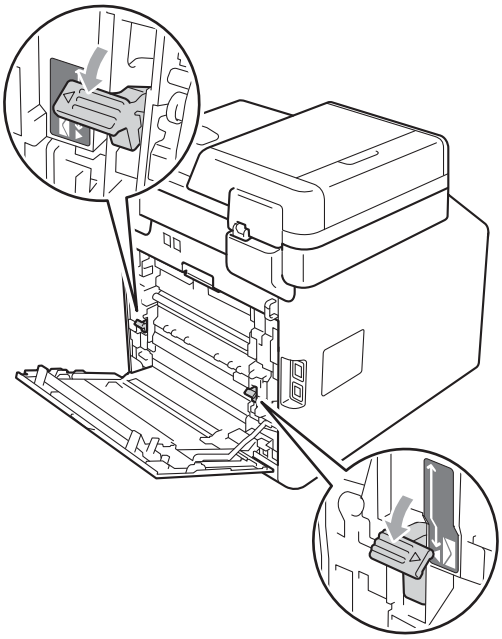
Examples of poor print quality	Recommendation
White streaks or bands down the page 	■ Clean the scanner glass and scanner glass strip. (See *Cleaning the scanner* in *Appendix A* of the *Advanced User's Guide*.) ■ Wipe the laser scanner windows with a dry lint-free soft cloth. (See *Cleaning the laser scanner windows* in *Appendix A* of the *Advanced User's Guide*.) ■ Clean the drum unit. (See *Cleaning the drum unit* in *Appendix A* of the *Advanced User's Guide*.) ■ Identify the missing color and put in a new toner cartridge. (See *Replacing a Toner cartridge* on page 68.) To identify the color of the toner cartridge, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips.
Colored streaks or bands down the page 	■ Clean all four corona wires (one for each color) inside the drum unit by sliding the green tab. (See *Cleaning the corona wires* on page 74.) ■ Make sure the corona wire green tabs are at their home positions (▲). ■ Clean the scanner glass and scanner glass strip. (See *Cleaning the scanner* in *Appendix A* of the *Advanced User's Guide*.) ■ Replace the toner cartridge that matches the color of the streak or band. (See *Replacing a Toner cartridge* on page 68.) To identify the color of the toner cartridge, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips. ■ Put in a new drum unit. (See *Replacing the drum unit* on page 80.)
Colored lines across the page 	■ If colored lines appear at 1.2 in. (30 mm) intervals, replace the toner cartridge that matches the color of the line. (See *Replacing a Toner cartridge* on page 68.) To identify the color of the toner cartridge, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips. ■ If colored lines appear at 3.7 in. (94 mm) intervals, put in a new drum unit. (See *Replacing the drum unit* on page 80.)
White spots or hollow print 	■ Make sure that the media type settings in the printer driver and in the machine's Paper Type menu match the type of paper you are using. (See *Acceptable paper and other print media* on page 21 and *Basic tab* in the *Software User's Guide*.) ■ Check the machine's environment. Conditions such as high humidity can cause white spots or hollow print. (See *Choosing a location* in the *Safety and Legal Booklet*.) ■ Clean the drum unit. (See *Cleaning the drum unit* in *Appendix A* of the *Advanced User's Guide*.)

Examples of poor print quality	Recommendation
Completely blank or some colors are missing 	■ Put in a new toner cartridge. (See *Replacing a Toner cartridge* on page 68.) To identify the color of the toner cartridge, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips. ■ Put in a new drum unit. (See *Replacing the drum unit* on page 80.)
Colored spots at 3.7 in. (94 mm) 	■ If the problem is not solved after printing, the drum may have foreign material, such as glue from a label, stuck on the drum surface. Clean the drum unit. (See *Cleaning the drum unit* in *Appendix A* of the *Advanced User's Guide*.) ■ Put in a new drum unit. (See *Replacing the drum unit* on page 80.)
Colored spots at 1.2 in. (30 mm) 	■ Identify the color causing the problem and put in a new toner cartridge. (See *Replacing a Toner cartridge* on page 68.) To identify the color of the toner cartridge, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips.
Toner scatter or toner stain 	■ Check the machine's environment. Conditions such as high humidity and high temperatures may cause this print quality problem. (See *Choosing a location* in the *Safety and Legal Booklet*.) ■ Identify the color causing the problem and put in a new toner cartridge. (See *Replacing a Toner cartridge* on page 68.) To identify the color of the toner cartridge, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips. ■ If the problem continues, put in a new drum unit. (See *Replacing the drum unit* on page 80.)

Examples of poor print quality	Recommendation
The color of your printouts is not what you expected	■ Make sure Toner Save mode is off in the control panel of the machine or the printer driver. ■ Perform the calibration. (See *Calibration* in *Appendix A* of the *Advanced User's Guide*.) ■ Adjust the color by using the custom setting in the printer driver and by using the control panel of the machine. Colors the machine can print and colors you see on a monitor are different. The machine may not be able to reproduce the colors on your monitor. ■ If colors appear in the printed gray areas, make sure there is a check in the **Improve Gray Color** check box of the printer driver. (See *Basic tab* for Windows® printer driver, *Advanced options* for Windows® BR-Script printer driver, *Print Settings* for Macintosh printer driver or *Printer Features* for Macintosh BR-Script printer driver in the *Software User's Guide*.) ■ If shaded areas look dull, remove the check from the **Improve Gray Color** check box. ■ If a printed black graphic is too light, choose **Enhance Black Printing** mode in the printer driver. (See *Settings Dialog* for Windows® printer driver, *Advanced options* for Windows® BR-Script printer driver, *Print Settings* for Macintosh printer driver or *Printer Features* for Macintosh BR-Script printer driver in the *Software User's Guide*.) ■ Identify the color causing the problem and put in a new toner cartridge. (See *Replacing a Toner cartridge* on page 68.) ■ Put in a new drum unit. (See *Replacing the drum unit* on page 80.)
All one color 	■ Put in a new drum unit. (See *Replacing the drum unit* on page 80.)
Color misregistration 	■ Make sure that the machine is on a solid level surface. ■ Perform the auto color registration using the control panel (see *Auto Registration* in *Appendix A* of the *Advanced User's Guide*) or perform the manual color registration using the control panel (see *Manual Registration* in *Appendix A* of the *Advanced User's Guide*). ■ Put in a new drum unit. (See *Replacing the drum unit* on page 80.) ■ Put in a new belt unit. (See *Replacing the belt unit* on page 86.)

Examples of poor print quality	Recommendation
Uneven density appears periodically across the page 	■ Perform the calibration. (See *Calibration* in *Appendix A* of the *Advanced User's Guide*.) ■ Clean the scanner glass and scanner glass strip. (See *Cleaning the scanner* in *Appendix A* of the *Advanced User's Guide*.) ■ Identify the color that is uneven and put in a new toner cartridge for that color. (See *Replacing a Toner cartridge* on page 68.) To identify the color of the toner cartridge, visit us at http://solutions.brother.com/ to view our FAQs and troubleshooting tips. ■ Put in a new drum unit. (See *Replacing the drum unit* on page 80.)
Thin lines do not print	■ Make sure Toner Save mode is off in the control panel of the machine or the printer driver. ■ Change the print resolution. ■ If you use a Windows® printer driver, choose **Improve Pattern Printing** or **Improve Thin Line** in **Settings** in the **Basic** tab. (See *Settings Dialog* in the *Software User's Guide*.)
Wrinkle 	■ Change to the recommended type of paper. (See *Recommended paper and print media* on page 21.) ■ Make sure that the back cover is closed properly. ■ Make sure that the two gray levers inside the back cover are in the up position. When you are using thick paper or envelopes, make sure the gray levers are in the down position to prevent wrinkling. ■ Make sure that the media type settings in the printer driver and in the machine's Paper Type menu matches the type of paper you are using. (See *Acceptable paper and other print media* on page 21 and *Basic tab* in the *Software User's Guide*.)
Offset image 	■ Make sure that the media type settings in the printer driver and in the machine's Paper Type menu matches the type of paper you are using. (See *Acceptable paper and other print media* on page 21 and *Basic tab* in the *Software User's Guide*.) ■ Make sure that the two gray levers inside the back cover are in the up position. ■ Check the machine's environment. Conditions such as low humidity and low temperatures may cause this print quality problem. (See *Choosing a location* in the *Safety and Legal Booklet*.) ■ Put in a new drum unit. (See *Replacing the drum unit* on page 80.)

Examples of poor print quality	Recommendation
Poor fixing 	■ Make sure that the media type settings in the printer driver and in the machine's Paper Type menu matches the type of paper you are using. (See *Acceptable paper and other print media* on page 21 and *Basic tab* in the *Software User's Guide*.) ■ Make sure that the two gray levers inside the back cover are in the up position. ■ Choose **Improve Toner Fixing** mode in the printer driver. (See *Other Print Options* (For Windows® printer driver), *Advanced options* (For Windows® BR-Script printer driver), *Print Settings* (For Macintosh printer driver) or *Printer Features* (For Macintosh BR-Script printer driver) in the *Software User's Guide*.) If this selection does not provide enough improvement, change the printer driver setting in **Media Type** to a thick setting.
Curled or wavy 	■ Choose **Reduce Paper Curl** mode in the printer driver when you do not use our recommended paper. (See *Other Print Options* (For Windows® printer driver), *Advanced options* (For Windows® BR-Script printer driver), *Print Settings* (For Macintosh printer driver) or *Printer Features* (For Macintosh BR-Script printer driver) in the *Software User's Guide*.) ■ If you do not use the machine often, the paper may have been in the paper tray too long. Turn over the stack of paper in the paper tray. Also, fan the paper stack and then rotate the paper 180° in the paper tray. ■ Store the paper where it will not be exposed to avoid high temperatures and high humidity. ■ Open the back cover (*face up* output tray) to let the printed paper out on the *face up* output tray.

Examples of poor print quality	Recommendation
Envelope creases 	■ Make sure that the two gray envelope levers are pulled down when you are printing envelopes.  ■ If creases occur with the envelope levers in the envelope position, print with the back cover opened and feed one envelope at a time from the MP tray.

Machine Information

Checking the Serial Number

You can see the machine's Serial Number on the LCD.

1. Press MENU.
2. Press ▲ or ▼ to display Machine Info..
 Press Machine Info..
3. The machine will display the machine's Serial Number on the LCD.
4. Press **Stop/Exit**.

Reset functions

The following reset functions are available:

1 Network

You can reset the internal print server back to its default factory settings such as the password and IP address information.

2 Address & Fax

Address & Fax resets the following settings:

- Address Book

 (One Touch Dial/Speed Dial/Setup Groups)
- Programmed fax jobs in the memory

 (Polled TX, Delayed Fax)
- Station ID

 (name and number)
- Coverpage Msg

 (comments)
- Remote Fax Options

 (Remote Access Code, Fax Storage, Fax Forwarding, Paging, PC-Fax Send, and PC-Fax Receive (Windows® only))
- Report settings

 (Transmission Verification Report/ Tel Index List/Fax Journal)
- Setting Lock password

3 All Settings

You can reset all the machine settings back to the settings that were set at the factory.

Brother strongly recommends you perform this operation when you dispose of the machine.

Note

Unplug the interface cable before you choose Network or All Settings.

How to reset the machine

1. Press MENU.
2. Press ▲ or ▼ to display Initial Setup.
 Press Initial Setup.
3. Press ▲ or ▼ to display Reset.
 Press Reset.
4. Press Network, Address & Fax or All settings to choose the reset function you want to use.
5. Do one of the following;
 - To reset the settings, press Yes and go to step ❻.
 - To exit without making changes, press No and go to step ❼.
6. You will be asked to reset the machine. Do one of the following;
 - To reset the machine press Yes for 2 seconds. The machine will begin the reset.
 - To exit without resetting the machine, press No. Go to step ❼.
7. Press **Stop/Exit**.

Note

You can also reset the Network settings by pressing MENU, Network, Network Reset.

C Menu and features

On-screen programming

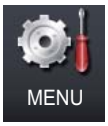
Your machine is designed to be easy to operate with LCD on-screen programming using the menu buttons on the Touchscreen. User-friendly programming helps you take full advantage of all the menu selections your machine has to offer.

Since your programming is done on the LCD, we have created step-by-step on-screen instructions to help you program your machine. All you need to do is follow the instructions as they guide you through the menu selections and programming options.

Menu table

You can program your machine by using the Menu table that begins on page 141. These pages list the menu selections and options.

MENU button and mode keys

	Access the main menu.
	Access each mode and its menu of temporary settings.
	Exit the menu or stop the current operation.

Menu table

The menu table will help you understand the menu selections and options that are found in the machine's programs. The factory settings are shown in Bold with an asterisk.



Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
General Setup	Mode Timer	—	—	0 Sec 30 Secs 1 Min **2 Mins*** 5 Mins Off	Sets the time to return to Fax mode and the time the machine will change from a restricted user to Public user mode when using Secure Function Lock.	See [1].
	Tray Setting	MP Tray	—	Paper Size A4 **Letter*** Legal Executive A5 A5 L A6 B5 B6 Folio Any	Sets the size and type of paper in paper MP tray.	18
				Paper Type Thin **Plain*** Thick Thicker Recycled Paper Glossy		

[1] See *Advanced User's Guide*

The factory settings are shown in Bold with an asterisk.

C

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
General Setup (Continued)	Tray Setting (Continued)	**Tray#1**	—	Paper Size A4 **Letter*** Legal Executive A5 A5 L A6 B5 B6 Folio	Sets the size and type of paper in paper tray #1.	18
				Paper Type Thin **Plain*** Thick Thicker Recycled Paper		
		Tray#2 (This menu only appears if you have the optional tray#2.)	—	Paper Size A4 **Letter*** Legal Executive A5 B5 B6 Folio	Sets the size and type of paper in paper tray #2.	18
				Paper Type Thin **Plain*** Thick Thicker Recycled Paper		

[1] See *Advanced User's Guide*

The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
General Setup (Continued)	Tray Setting (Continued)	Tray Use:Copy	—	Tray#1 Only Tray#2 Only MP Only **MP>T1>T2*** T1>T2>MP (Tray#2 or T2 appears only if you installed the optional paper tray.)	Chooses the tray that will be used for Copy mode.	19
		Tray Use:Fax	—	Tray#1 Only Tray#2 Only MP Only MP>T1>T2 **T1>T2>MP*** (Tray#2 or T2 appears only if you installed the optional paper tray.)	Chooses the tray that will be used for Fax mode.	19
		Tray Use:Print	—	Tray#1 Only Tray#2 Only MP Only **MP>T1>T2*** T1>T2>MP (Tray#2 or T2 appears only if you installed the optional paper tray.)	Chooses the tray that will be used for Print mode.	20

[1] See *Advanced User's Guide*

The factory settings are shown in Bold with an asterisk.

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Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
General Setup (Continued)	Volume	Ring	—	Off Low **Med*** High	Adjusts the ring volume.	See [1].
		Beeper	—	Off Low **Med*** High	Adjusts the beeper volume.	
		Speaker	—	Off Low **Med*** High	Adjusts the speaker volume.	
	Ecology	Toner Save	—	On **Off***	Increases the page yield of the toner cartridge.	
		Sleep Time	—	Range varies depending on models. **3 Mins***	Conserves power.	
	LCD Settings	Backlight	—	**Light*** Med Dark	You can adjust the brightness of the LCD backlight.	
		Dim Timer	—	**Off*** 10 Secs 20 Secs 30 Secs	You can set how long the LCD backlight stays on after the last key press.	
	Security	Function Lock	Set Password Lock Off→On Setup ID	—	You can restrict selected machine operations for up to 25 restricted users and for all other non-authorized Public users.	
		Setting Lock	Set Password Lock Off→On	—	Stops unauthorized users from changing the machine's current settings.	

[1] See *Advanced User's Guide*

The factory settings are shown in Bold with an asterisk.



Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
Fax	**Setup Receive** (In Fax mode only)	**Ring Delay**	—	0 1 2 3 **4***	Sets the number of rings before the machine answers in Fax Only or Fax/Tel mode.	35
		F/T Ring Time	—	**20 Secs*** 30 Secs 40 Secs 70 Secs	Sets the length of the pseudo/double-ring time in Fax/Tel mode.	35
		Easy Receive	—	**On*** Off	Receives fax messages automatically when you answer a call and hear fax tones.	36
		Remote Codes	—	**On*** (*51, #51) Off	Allows you to answer all calls at an extension telephone and use codes to turn the machine on or off. You can personalize these codes.	43
		Auto Reduction	—	**On*** Off	Reduces the size of incoming faxes.	See [1].
		Forward/Page/Store	—	**Off*** Fax Forward Paging Fax Storage PC Fax Receive	Sets the machine to forward fax messages, to call your pager or cell phone, to store incoming faxes in the memory (so you can retrieve them while you are away from your machine), or to send faxes to your PC.	
		(Backup Print)	—		If you choose Fax Forward or PC-Fax Receive, you can turn on the safety feature Backup Print.	

[1] See *Advanced User's Guide*

The factory settings are shown in Bold with an asterisk.

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Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
Fax (Continued)	**Setup Receive** (In Fax mode only) (Continued)	**Print Density**	—	-2 -1 **0*** +1 +2	Makes printouts darker or lighter.	See [1].
		Fax Rx Stamp	—	On **Off***	Prints the received time and date on the top of the received faxes.	
		Duplex	—	On **Off***	Prints receive faxes on both sides of the paper.	
	Setup Send	**Batch TX**	—	On **Off***	Combines delayed faxes going to the same fax number at the same time of day into one transmission.	
		Coverpage Setting	**Print Sample**	—	You can print a sample of the fax cover page.	
			Coverpage Message	—	Set up your own comments for the fax cover page.	
	Report Setting	**Transmission**	—	On On+Image **Off*** Off+Image	Choose the initial setup for the Transmission Verification Report.	30
		Journal Period	—	Off **Every 50 Faxes*** Every 6 Hours Every 12 Hours Every 24 Hours Every 2 Days Every 7 Days	Sets the interval for automatic printing of the Fax Journal. If you have chosen other than Off and Every 50 Faxes, you can set the time for the chosen option. If you have chosen Every 7 Days, you can also set the day of the week.	See [1].
	Print Fax	—	—	—	Prints incoming faxes stored in the memory.	
	Remote Access	—	—	---*	Set your own code for Remote Retrieval.	

[1] See *Advanced User's Guide*

The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
Fax (Continued)	Dial Restrict.	**Dial Pad**	—	**Off*** Enter # twice On	You can set the machine to restrict dialing when using the dial pad.	See [1].
		One Touch Dial	—	**Off*** Enter # twice On	You can set the machine to restrict the dialing of One Touch numbers.	
		Speed Dial	—	**Off*** Enter # twice On	You can set the machine to restrict the dialing of Speed Dial numbers.	
		LDAP Server	—	**Off*** Enter # twice On	You can set the machine to restrict the dialing of LDAP server numbers.	
	Remaining Jobs	—	—	—	Check which scheduled jobs are in the memory and cancel chosen jobs.	
	Miscellaneous	Compatibility	—	**High*** Normal Basic(for VoIP)	Adjusts the equalization for transmission difficulties. VoIP service providers offer fax support using various standards. If you regularly experience fax transmission errors, choose Basic(for VoIP).	130
		Distinctive	—	Distinctive Ring setting **Off*** Set (On)	Uses the telephone company's Distinctive Ring subscriber service to register the ring pattern with the machine.	38
			—	Ring Pattern 1 2 3 4		

[1] See *Advanced User's Guide*

The factory settings are shown in Bold with an asterisk.

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Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
Printer	Emulation	—	—	**Auto*** HP LaserJet BR-Script 3	Choose the emulation mode.	See [2].
	Print Options	Internal Font	—	HP LaserJet BR-Script 3	Prints a list of the machine's internal fonts.	
		Configuration	—	—	Prints a list of the machine's printer settings.	
		Test Print	—	—	Prints a test page.	
	Duplex	—	—	**Off*** Long Edge Short Edge	Enables or disables duplex printing. You can also choose long edge or short edge duplex printing.	
	Output Color	—	—	**Auto*** Color B&W	Chooses color or black & white printed documents. If you choose Auto, the machine selects a suitable option for the document (color or B&W).	
	Reset Printer	—	—	Yes No	Restores the printer settings to the original factory default settings.	
	Calibration	Calibrate	—	Yes No	Adjusts the color density or returns the color calibration to the factory settings.	See [1].
		Reset	—	Yes No		
	Auto Regist.	—	—	Yes No	Adjusts the print position of each color automatically.	

[1] See *Advanced User's Guide*

[2] See *Software User's Guide*

The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
Printer (Continued)	Manual Regist.	**Print Chart**	—	—	Print the chart to manually check the registration of the colors.	See [1].
		Set Regist.	1 Magenta Left 2 Cyan Left 3 Yellow Left 4 Magenta Center 5 Cyan Center 6 Yellow Center 7 Magenta Right 8 Cyan Right 9 Yellow Right	—	Sets the correction value on the chart you printed from Print Chart.	
	Frequency	—	—	**Normal*** Low Off	Sets the interval time you want to carry out the auto registration and the calibration.	

[1] See *Advanced User's Guide*

[2] See *Software User's Guide*

The factory settings are shown in Bold with an asterisk.

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Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
Print Reports	Transmission	View on LCD	—	—	You can view the Transmission Verification Report for your last 200 outgoing faxes and print the last report.	See [1].
		Print Report	—	—		
	Help List	—	—	—	Prints the Help List so you can see at-a-glance how to quickly program your machine.	
	Tel Index List	Numerical Order	—	—	Lists names and numbers stored in the One Touch and Speed Dial memory, in numerical or alphabetical order.	
		Alphabetical Order	—	—		
	Fax Journal	—	—	—	Lists information about your last 200 incoming and outgoing faxes. (TX means Transmit. RX means Receive.)	
	User Settings	—	—	—	Lists your settings.	
	Network Config	—	—	—	Lists your Network settings.	
	Drum Dot Print	—	—	—	Prints the drum dot check sheet.	
	WLAN Report	—	—	—	Prints the result of wireless LAN connectivity diagnosis.	See [2].

[1] See *Advanced User's Guide*

[2] See *Quick Setup Guide*

The factory settings are shown in Bold with an asterisk.



Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions
Network[1]	**Wired LAN**	**TCP/IP**	**Boot Method**	—	**Auto*** Static RARP BOOTP DHCP	Chooses the BOOT method that best suits your needs.
			(IP Boot Tries)		**3*** [00000-32767]	Specifies the number of setting trials when the Boot Method allows automatic IP setting.
			IP Address	—	[000-255]. [000-255]. [000-255]. [000-255]	Enter the IP address.
			Subnet Mask	—	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Subnet mask.
			Gateway	—	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Gateway address.
			Node Name	—	BRNXXXXXXXXXXXX	Enter the Node name. (Up to 32 characters)
			WINS Config	—	**Auto*** Static	Chooses the WINS configuration mode.
			WINS Server	—	Primary [000-255]. [000-255]. [000-255]. [000-255] Secondary [000-255]. [000-255]. [000-255]. [000-255]	Specifies the IP address of the primary or secondary WINS server.

[1] See *Network User's Guide*

The factory settings are shown in Bold with an asterisk.

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Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions
Network[1] (Continued)	**Wired LAN** (Continued)	**TCP/IP** (Continued)	**DNS Server**	—	Primary [000-255]. [000-255]. [000-255]. [000-255] Secondary [000-255]. [000-255]. [000-255]. [000-255]	Specifies the IP address of the primary or secondary DNS server.
			APIPA	—	**On*** Off	Automatically allocates the IP address from the link-local address range.
			IPv6	—	On **Off***	Enable or Disable the IPv6 protocol. If you want to use the IPv6 protocol, visit http://solutions.brother.com/ for more information.
		Ethernet	—	—	**Auto*** 100B-FD 100B-HD 10B-FD 10B-HD	Chooses the Ethernet link mode.
		Wired Status	—	—	Active 100B-FD Active 100B-HD Active 10B-FD Active 10B-HD InActive Wired OFF	You can see the current wired status.
		MAC Address	—	—	—	Shows the MAC address of the machine.
		Set to Default	—	—	Yes No	Restore the wired network setting to factory default.
		Wired Enable	—	—	**On*** Off	Enable or Disable the Wired LAN manually.

[1] See *Network User's Guide*

The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions
Network[1] (Continued)	**WLAN**	**TCP/IP**	**Boot Method**	—	**Auto*** Static RARP BOOTP DHCP	Chooses the BOOT method that best suits your needs.
			(IP Boot Tries)	—	**3*** [00000-32767]	Specifies the number of setting trials when the Boot Method allows automatic IP setting.
			IP Address	—	[000-255]. [000-255]. [000-255]. [000-255]	Enter the IP address.
			Subnet Mask	—	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Subnet mask.
			Gateway	—	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Gateway address.
			Node Name	—	BRWXXXXXXXXXXX	Enter the Node name. (Up to 32 characters)
			WINS Config	—	**Auto*** Static	Chooses the WINS configuration mode.
			WINS Server	—	Primary [000-255]. [000-255]. [000-255]. [000-255] Secondary [000-255]. [000-255]. [000-255]. [000-255]	Specifies the IP address of the primary or secondary WINS server.

[1] See *Network User's Guide*

The factory settings are shown in Bold with an asterisk.

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Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions
Network[1] (Continued)	**WLAN** (Continued)	**TCP/IP** (Continued)	**DNS Server**	—	Primary [000-255]. [000-255]. [000-255]. [000-255] Secondary [000-255]. [000-255]. [000-255]. [000-255]	Specifies the IP address of the primary or secondary DNS server.
			APIPA	—	**On*** Off	Automatically allocates the IP address from the link-local address range.
			IPv6	—	On **Off***	Enable or Disable the IPv6 protocol. If you want to use the IPv6 protocol, visit http://solutions.brother.com/ for more information.
		Setup Wizard	—	—	—	You can configure your internal print server.
		WPS/AOSS	—	—	—	You can easily configure your wireless network settings using the one-button push method.
		WPS w/PIN Code	—	—	—	You can easily configure your wireless network settings using WPS with a PIN code.
		WLAN Status	**Status**	—	Active(11b) Active(11g) Wired LAN Active WLAN Off AOSS Active Connection Fail	You can see the current wireless network status.

[1] See *Network User's Guide*

The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions
Network[1] (Continued)	**WLAN** (Continued)	**WLAN Status** (Continued)	**Signal**	—	Strong Medium Weak None	You can see the current wireless network signal strength.
			SSID	—	—	You can see the current SSID.
			Comm. Mode	—	Ad-hoc Infrastructure None	You can see the current Communication Mode.
		MAC Address	—	—	—	Shows the MAC address of the machine.
		Set to Default	—	—	Yes No	Restore the wireless network settings to factory default.
		WLAN Enable	—	—	On **Off***	Enable or disable the wireless LAN manually.
	E-mail/IFAX	**Mail Address**	—	—	—	Enter the mail address. (Up to 60 characters)
		Setup Server	**SMTP**	**SMTP Server**	Name (Up to 64 characters) IP Address [000-255].[000-255].[000-255].[000-255]	Enter the SMTP server address.
				SMTP Port	**25*** [00001-65535]	Enter the SMTP port number.
				Auth. for SMTP	**None*** SMTP-AUTH POP bef. SMTP	Selects the Security method for E-mail notification.
				SMTP SSL/TLS	**None*** SSL TLS	You can send or receive an E-mail via an E-mail server that requires secure SSL/TLS communication.
				Verify SMTPCert.	On **Off***	Verify the SMTP Server Certificate automatically.

[1] See *Network User's Guide*

The factory settings are shown in Bold with an asterisk.

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Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions
Network[1] (Continued)	**E-mail/IFAX** (Continued)	**Setup Server** (Continued)	**POP3**	**POP3 Server**	Name (Up to 64 characters) IP Address [000-255]. [000-255]. [000-255]. [000-255]	Enter the POP3 server address.
				POP3 Port	**110*** [00001-65535]	Enter the POP3 port number.
				Mailbox Name	—	Enter the mail box name. (Up to 60 characters)
				Mailbox Pwd	—	Enter the password to login to the POP3 server. (Up to 32 characters)
				POP3 SSL/TLS	**None*** SSL TLS	You can send or receive an E-mail via an E-mail server that requires secure SSL/TLS communication.
				Verify POP3Cert.	On **Off***	Verify the POP3 Server Certificate automatically.
				APOP	On **Off***	Enables or disables APOP.
		Setup Mail RX	**Auto Polling**	—	**On*** Off	Automatically checks the POP3 server for new messages.
				Poll Frequency (When Auto Polling is set to On.)	**10*** [01-60] Min	Sets the interval for checking for new messages on the POP3 server.

[1] See *Network User's Guide*

The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions
Network[1] (Continued)	**E-mail/IFAX** (Continued)	**Setup Mail RX** (Continued)	**Header**	—	All Subject+From+To **None***	Selects the contents of the mail header to be printed.
			Del Error Mail	—	**On*** Off	Deletes error mails automatically.
			Notification	—	On MDN **Off***	Receives notification messages.
		Setup Mail TX	**Sender Subject**	—	—	Displays the subject that is attached to the Internet Fax data.
			Size Limit	—	On **Off***	Limits the size of E-mail documents.
			Notification	—	On **Off***	Sends notification messages.
		Setup Relay	**Rly Broadcast**	—	On **Off***	Relays a document to another fax machine.
			Relay Domain	—	—	Registers the Domain name.
			Relay Report	—	On **Off***	Prints the Relay Broadcast Report.
	Fax to Server	—	—	—	On (Prefix/Suffix) **Off***	You can store a prefix/suffix address in the machine and can send a document from a fax server system.
	Network Reset	—	—	—	Yes No	Restore all network settings to factory default.
	[1] See *Network User's Guide*					
	The factory settings are shown in Bold with an asterisk.					

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Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
Machine Info.	Serial No.	—	—	—	You can check the serial number of your machine.	138
	Page Counter	—	—	Total Fax/List Copy Print	You can check the number of total pages the machine has printed during its life.	See [1].
	Parts Life	Drum	—	—	You can check the percentage of a machine part's life that remains available. (PF Kit 2 appears only if you installed the optional LT-300CL paper tray.)	
		Belt Unit	—	—		
		Fuser	—	—		
		Laser	—	—		
		PF Kit MP	—	—		
		PF Kit 1	—	—		
		PF Kit 2	—	—		

[1] See *Advanced User's Guide*

The factory settings are shown in Bold with an asterisk.



Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
Initial Setup	Receive Mode	—	—	**Fax Only*** Fax/Tel External TAD Manual	Chooses the receive mode that best suits your needs.	32
	Date&Time	Date&Time	—	—	Puts the date and time on the LCD and in headings of faxes you send.	See [2].
		Auto Daylight	—	On **Off***	Changes for Daylight Savings Time automatically.	See [1].
		Time Zone	—	UTCXXX:XX	Sets the time zone for your country.	See [3].
	Station ID	—	—	Fax: Tel: Name:	Sets up your name and fax number to appear on each page you fax.	
	Tone/Pulse (in Canada)	—	—	**Tone*** Pulse	Chooses the dialing mode.	
	Dial Tone	—	—	Detection **No Detection***	You can shorten the dial tone detect pause.	130
	Dial Prefix	—	—	On **Off***	Sets a prefix number that will always be added before the fax number every time you dial.	See [1].
	Reset	Network	—	Yes No	Restores all network settings to factory default.	138
		Address & Fax	—	Yes No	Restores all stored phone numbers and fax settings.	
		All Settings	—	Yes No	Restores all the machine settings to the factory default.	

1 See *Advanced User's Guide*.

2 See *Quick Setup Guide*.

3 See *Network User's Guide*.

The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
Initial Setup (Continued)	Local Language	—	—	(in USA) **English*** Español (in Canada) **English*** Français	Allows you to change the LCD language for your country.	See [2].

[1] See *Advanced User's Guide*.

[2] See *Quick Setup Guide*.

[3] See *Network User's Guide*.

The factory settings are shown in Bold with an asterisk.

FAX ()

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
Address Book	More	Set One Touch Dial	—	—	Stores up to 40 One Touch Dial numbers, so you can dial by pressing one key (and **Black Start** or **Color Start**).	48
		Set Speed Dial	—	—	Stores up to 300 Speed Dial numbers, so you can dial by pressing only a few keys (and **Black Start** or **Color Start**).	50
		Setup Groups	—	—	Sets up to 20 Group numbers for Broadcasting.	See [1].
		Change	—	—	You can change One Touch and Speed Dial numbers.	
		Delete	—	—	You can delete One Touch and Speed Dial numbers.	
Duplex Fax	—	—	—	**Off*** DuplexScan : LongEdge DuplexScan : ShortEdge	Sets the duplex scanning format.	
Volume (Appears after pressing **Hook**)	—	—	—	Off Low **Med*** High	Adjusts the volume level of the speaker.	
Fax Resolution	—	—	—	**Standard*** Fine S.Fine Photo	Sets the resolution for outgoing faxes.	
Contrast	—	—	—	**Auto*** Light Dark	Changes the lightness or darkness of faxes you send.	

[1] See *Advanced User's Guide*

The factory settings are shown in Bold with an asterisk.

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Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
Glass ScanSize	—	—	—	A4 **Letter*** Legal/Folio	To fax an A4, Legal or Folio size document, you'll need to change the Glass Scan Size setting.	29
Broadcasting	**Manual**	—	—	—	You can send the same fax message to more than one fax number.	See [1].
	Address Book	—	—	—		
Delayed Fax	—	—	—	On **Off***	Sets the time of day in 24 hour format that delayed faxes will be sent.	
Real Time TX	—	—	—	On **Off***	Sends a fax without using the memory.	
Polled TX	—	—	—	On **Off***	Sets up your machine with a document to be retrieved by another fax machine.	
Coverpage Setup	—	—	—	On **Off***	Automatically sends a cover page you have programmed.	
Polling RX	—	—	—	On **Off***	Sets up your machine to poll another fax machine.	
Overseas Mode	—	—	—	On **Off***	If you are having difficulty sending faxes overseas, set this to On.	
Set New Default	—	—	—	Fax Resolution Contrast Glass ScanSize Real Time TX Coverpage Setup	You can save your fax settings as the default settings.	
Factory Reset	—	—	—	—	You can restore all fax settings to the factory settings.	

[1] See *Advanced User's Guide*

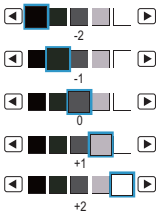
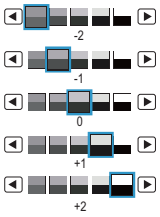
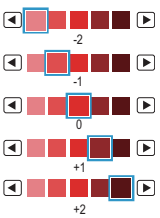
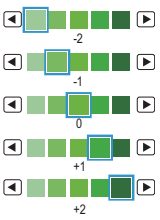
The factory settings are shown in Bold with an asterisk.

COPY ()

Level 1	Level 2	Level 3	Options 1	Options 2	Descriptions	Page
Quality	—	—	**Auto***	—	You can choose the Copy resolution for your type of document.	See [1].
			Text			
			Photo			
			Graph			
Enlarge/Reduce	—	—	**100%***	—	—	
			Enlarge	104% EXE → LTR	You can choose the enlargement ratio for the next copy.	
				141% A5 → A4		
				200%		
			Reduce	50%	You can choose the reduction ratio for the next copy.	
				70% A4 → A5		
				78% LGL → LTR		
				83% LGL → A4		
				85% LTR → EXE		
				91% Full Page		
				94% A4 → LTR		
				97% LTR → A4		
			Custom (25-400%)	—	You can enter an enlargement or reduction ratio.	
Duplex Copy	—	—	**Off***	—	Enables or disables duplex printing. You can also choose long edge or short edge duplex printing.	
			2side→2side			
			1side→2side LongEdgeFlip			
			2side→1side LongEdgeFlip			
			1side→2side ShortEdgeFlip			
			2side→1side ShortEdgeFlip			
Tray Use	—	—	Tray#1 Only	—	Chooses the tray that will be used for the copy operation.	
			Tray#2 Only			
			MP Only			
			MP>T1>T2*			
			T1>T2>MP			
			(Tray#2 or T2 appears only if you installed the optional paper tray.)			

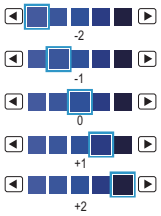
[1] See *Advanced User's Guide*

The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Options 1	Options 2	Descriptions	Page
Brightness	—	—		—	Adjusts the brightness for copies.	See [1].
Contrast	—	—		—	Adjusts the contrast for copies.	
Stack/Sort	—	—	**Stack*** Sort	—	You can choose to stack or sort multiple copies.	
Page Layout	—	—	**Off(1in1)*** 2in1(P) 2in1(L) 2in1(ID) 4in1(P) 4in1(L)	—	You can make N in 1 and 2 in 1 ID copies.	
Color Adjust	—	—	Red		Adjusts the red color for copies.	
			Green		Adjusts the green color for copies.	

[1] See *Advanced User's Guide*

The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Options 1	Options 2	Descriptions	Page
Color Adjust (Continued)	—	—	Blue		Adjusts the blue color for copies.	See [1].
Set New Default	—	—	Quality Brightness Contrast Color Adjust	—	You can save your copy settings as the default settings.	
Factory Reset	—	—	—	—	You can restore all copy settings to the factory settings.	
Favorite Settings	**Store**	**Favorite:1**	Rename	—	After you make changes to the following settings, you can store them as one of your Favorite settings: Quality Enlarge/Reduce Duplex Copy Tray Use Brightness Contrast Stack/Sort Page Layout Color Adjust	
		Favorite:2	Rename			
		Favorite:3	Rename			
	Rename	**Favorite:1**	Rename	—	You can rename your Favorite settings.	
		Favorite:2	Rename	—		
		Favorite:3	Rename	—		
Favorite	—	—	Favorite:1 Favorite:2 Favorite:3	—	You can apply your Favorite settings as the default settings.	

[1] See *Advanced User's Guide*

The factory settings are shown in Bold with an asterisk.

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SCAN ()

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
Scan to USB	Quality	—	—	**Color 100 dpi*** Color 200 dpi Color 300 dpi Color 600 dpi Gray 100 dpi Gray 200 dpi Gray 300 dpi B&W 200 dpi B&W 200x100 dpi	You can choose the scan resolution and file format for your document.	See [1].
	File Type	—	—	(If you chose a Color or Gray option in the Quality setting) **PDF*** PDF/A Secure PDF Signed PDF JPEG XPS		
				(If you chose a B&W option in the Quality setting) **PDF*** PDF/A Secure PDF Signed PDF TIFF		
	Duplex Scan	—	—	**Off*** DuplexScan :LongEdge DuplexScan :ShortEdge	Chooses the duplex scanning format.	
	File Name	—	—	—	Enter a file name for the scanned data.	

[1] *Software User's Guide*

The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
Scan to USB (Continued)	Glass ScanSize	—	—	A4 **Letter*** Legal/Folio	To scan an A4, Legal or Folio size document, you'll need to change the Glass Scan Size setting.	See [1].
	File Size	—	—	Small **Middle*** Large	You can choose the file size for color or gray scale scanning.	
	Set New Default	—	—	Quality File Type Glass ScanSize File Size	You can save your scan to USB settings as the default settings.	
	Factory Reset	—	—	—	You can restore all scan to USB settings to the factory settings.	
Scan to Network	(Profile name)	Quality	—	**Color 100 dpi*** Color 200 dpi Color 300 dpi Color 600 dpi Gray 100 dpi Gray 200 dpi Gray 300 dpi B&W 200 dpi B&W 200x100 dpi	You can choose the scan resolution and file format for your document.	
		File Type	—	(If you chose a Color or Gray option in the Quality setting) **PDF*** PDF/A Secure PDF Signed PDF JPEG XPS		

[1] *Software User's Guide*

The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
Scan to Network (Continued)	(Profile name) (Continued)	**File Type** (Continued)	—	(If you chose a B&W option in the Quality setting) **PDF*** PDF/A Secure PDF Signed PDF TIFF		See [1].
		Duplex Scan	—	**Off*** DuplexScan :LongEdge DuplexScan :ShortEdge	Chooses the duplex scanning format.	
		Glass ScanSize	—	A4 **Letter*** Legal/Folio	To scan an A4, Legal or Folio size document, you'll need to change the Glass Scan Size setting.	
		File Size	—	Small **Middle*** Large	You can choose the file size for color or gray scale scanning.	
		File Name	—	**BRNXXXXXXXXXX*** Estimate Report Order sheet Contract sheet Check Receipt <Manual>	You can choose preset file names. If you choose <Manual>, you can name the file as you like.	
Scan to FTP	(Profile name)	**Quality**	—	**Color 100 dpi*** Color 200 dpi Color 300 dpi Color 600 dpi Gray 100 dpi Gray 200 dpi Gray 300 dpi B&W 200 dpi B&W 200x100 dpi	You can choose the scan resolution and file format for your document.	

[1] *Software User's Guide*

The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
Scan to FTP (Continued)	(Profile name) (Continued)	File Type	—	(If you chose a Color or Gray option in the Quality setting) **PDF*** PDF/A Secure PDF Signed PDF JPEG XPS		See [1].
				(If you chose a B&W option in the Quality setting) **PDF*** PDF/A Secure PDF Signed PDF TIFF		
		Duplex Scan	—	**Off*** DuplexScan :LongEdge DuplexScan :ShortEdge	Chooses the duplex scanning format.	
		Glass ScanSize	—	A4 **Letter*** Legal/Folio	To scan an A4, Legal or Folio size document, you'll need to change the Glass Scan Size setting.	
		File Size	—	Small **Middle*** Large	You can choose the file size for color or gray scale scanning.	
		File Name	—	**BRNXXXXXXXXXX*** Estimate Report Order sheet Contract sheet Check Receipt <Manual>	You can choose preset file names. If you choose <Manual>, you can name the file as you like.	

[1] *Software User's Guide*

The factory settings are shown in Bold with an asterisk.

C

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
Scan to E-mail	Manual/ Address Book	Quality	—	**Color 100 dpi*** Color 200 dpi Color 300 dpi Color 600 dpi Gray 100 dpi Gray 200 dpi Gray 300 dpi B&W 200 dpi B&W 200x100 dpi	You can choose the scan resolution and file format for your document.	See [1].
		File Type	—	(If you chose a Color or Gray option in the Quality setting) **PDF*** PDF/A Secure PDF Signed PDF JPEG XPS		
			—	(If you chose a B&W option in the Quality setting) **PDF*** PDF/A Secure PDF Signed PDF TIFF		
		Duplex Scan	—	**Off*** DuplexScan :LongEdge DuplexScan :ShortEdge	Chooses the duplex scanning format.	
		Glass ScanSize	—	A4 **Letter*** Legal/Folio	To scan an A4, Legal or Folio size document, you'll need to change the Glass Scan Size setting.	

[1] *Software User's Guide*

The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
Scan to E-mail (Continued)	**Manual/ Address Book** (Continued)	**File Size**	—	Small **Middle*** Large	You can choose the file size for color or gray scale scanning.	See [1].
		Number of Destinations	—	—	You can add multiple destination E-mail addresses.	
		Set New Default	—	Quality File Type Glass ScanSize File Size	You can save your scan to E-mail settings as the default settings.	
		Factory Reset	—	—	You can restore all scan to E-mail settings to the factory settings.	
Scan to PC	**E-mail**	—	—	—	You can scan a black & white or a color document into your E-mail application.	
	Image	—	—	—	You can scan a color picture into your graphics application.	
	OCR	—	—	—	You can have your text document converted to an editable text file.	
	File	—	—	—	You can scan a black & white or a color document into your computer.	

[1] *Software User's Guide*

The factory settings are shown in Bold with an asterisk.

C

Other Functions

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
Direct Print	(Select File)	Print Settings / (Copy Pages (001–999))	**Paper Size**	A4 **Letter*** Legal Executive A5 A5 L A6 B5 B6 Folio	Sets the paper size when printing directly from the USB flash memory drive.	55
			Paper Type	Thin **Plain*** Thick Thicker Recycled Paper Glossy	Sets the print media type when printing directly from the USB flash memory drive.	55
			Multiple Page	**1in1*** 2in1 4in1 9in1 16in1 25in1 1 in 2x2 pages 1 in 3x3 pages 1 in 4x4 pages 1 in 5x5 pages	Sets the page layout when printing multiple pages directly from the USB Flash memory drive.	55
			Orientation	**Portrait*** Landscape	Sets the page orientation when printing directly from the USB Flash memory drive.	55
			Duplex	**Off*** Long Edge Short Edge	Chooses the duplex print format when print directly from the USB Flash memory drive.	55

[1] See *Software User's Guide*

The factory settings are shown in Bold with an asterisk.
The Direct Print button on the LCD becomes active when a USB flash memory drive is connected to the USB direct interface.

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
Direct Print (Continued)	(Select File) (Continued)	Print Settings / (Copy Pages (001–999)) (Continued)	**Collate**	**On*** Off	Enables or disables page collation when printing directly from the USB Flash memory drive.	55
			Tray Use	**Auto*** MP Only Tray#1 Only Tray#2 Only (Tray#2 Only appears only if you installed the optional paper tray.)	Chooses the tray when printing directly from the USB Flash memory drive.	55
			Print Quality	**Normal*** Fine	Sets the print quality option when printing directly from the USB Flash memory drive.	55
			PDF Option	**Document*** Document&Markup Document&Stamps	Sets the USB direct print setting whether to print comments (Markup) or stamps in the PDF file along with the text.	55
	Index Print	—	—	—	You can print a thumbnail page.	55
	Default Settings	**Paper Size**	—	A4 **Letter*** Legal Executive A5 A5 L A6 B5 B6 Folio	Sets the default paper size when printing directly from the USB flash memory drive.	56

[1] See *Software User's Guide*

The factory settings are shown in Bold with an asterisk.
The Direct Print button on the LCD becomes active when a USB flash memory drive is connected to the USB direct interface.

C

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
Direct Print (Continued)	Default Settings (Continued)	**Paper Type**	—	Thin **Plain*** Thick Thicker Recycled Paper Glossy	Sets the default media type when printing directly from the USB flash memory drive.	56
		Multiple Page	—	**1in1*** 2in1 4in1 9in1 16in1 25in1 1 in 2x2 pages 1 in 3x3 pages 1 in 4x4 pages 1 in 5x5 pages	Sets the default page style when printing multiple pages directly from the USB Flash memory drive.	56
		Orientation	—	**Portrait*** Landscape	Sets the default page orientation when printing directly from the USB Flash memory drive.	56
		Collate	—	**On*** Off	Enables or disables default page collation when printing directly from the USB Flash memory drive.	56
		Print Quality	—	**Normal*** Fine	Sets the default print quality option when printing directly from the USB Flash memory drive.	56
		PDF Option	—	**Document*** Document&Markup Document&Stamps	Sets the default USB direct print setting whether to print comments (Markup) or stamps in the PDF file along with the text.	56
		Index Print	—	**Simple*** Details	Sets the default index print option, simple format or details.	56

[1] See *Software User's Guide*



The factory settings are shown in Bold with an asterisk.
The Direct Print button on the LCD becomes active when a USB flash memory drive is connected to the USB direct interface.

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	Page
Secure Print	(Select User)	(Select Secure Print Job)	**Password:**	Print Delete	You can print data saved in the memory drive when you enter your four-digit password. (The Secure Print button on the LCD becomes active when there is secure data.)	See [1].
	[1] See *Software User's Guide*					
	The factory settings are shown in Bold with an asterisk. The Direct Print button on the LCD becomes active when a USB flash memory drive is connected to the USB direct interface.					

Entering text

When you are setting certain menu selections, you may need to enter text into the machine.

Press A1@ repeatedly to choose between letters, numbers or special characters. Press ⇧ to change between upper case and lower case.



Inserting spaces

To enter a space, press the space key button or ▶.

Making corrections

If you entered an incorrect character and want to change it, use the arrow buttons to move the cursor under the incorrect character. Then press ⌫. Enter the correct character. You can also insert letters by moving the cursor and entering a character.

Note

- The characters available may differ depending on your country.
- The keyboard layout may differ depending on the function you are setting.

D Specifications

General

Note

This chapter provides a summary of the machine's specifications. For additional specifications visit http://www.brother.com/ for details.

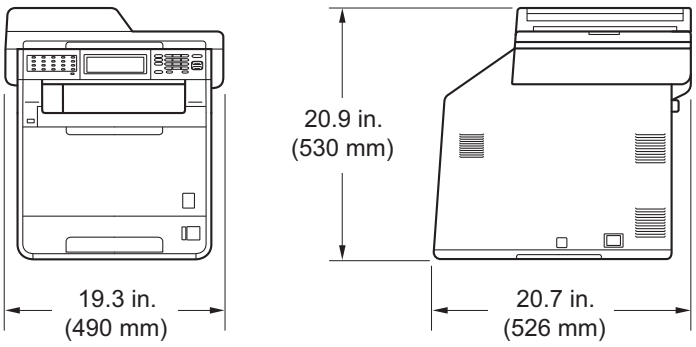
Printer Type	Laser	
Print Method	Electrophotography by semiconductor laser beam scanning	
Memory Capacity	256 MB	
LCD (liquid crystal display)	Touchscreen 5 in. (12.6 cm) Color LCD [1]	
Power Source	110 - 120 V AC 50/60 Hz	
Power Consumption [2]	Peak:	1200 W
	Copying (Average):	Approx. 615 W [3]
	Sleep (WLAN: On) (Average):	Approx. 10 W
	Deep Sleep (Average):	Approx. 1.8 W
	Ready (Average):	Approx. 75 W

1 Measured diagonally

2 USB connection to PC

3 When making a copy from one sheet

Dimensions



Weight	With Consumables:	62.8 lb (28.5 kg)

Noise level	**Sound power**	
	Operating (Colour Printing):	L_{WAd} = 6.94 B (A)
	Operating (Monochrome Printing):	L_{WAd} = 6.88 B (A)
	Ready:	L_{WAd} = 4.8 B (A)
	Sound pressure	
	Operating (Printing):	L_{PAm} = 57 dB (A)
	Ready:	L_{PAm} = 33 dB (A)

Temperature	Operating:	50 °F to 90.5 °F (10 to 32.5 °C)
	Storage:	32 °F to 104 °F (0 to 40 °C)
Humidity	Operating:	20 to 80% (without condensation)
	Storage:	10 to 90% (without condensation)
ADF (automatic document feeder)	Up to 50 pages (Staggered) 20 lb (80 g/m^2)	

Document Size

Document Size (Single-sided)	ADF Width:	5.8 to 8.5 in. (147.3 to 215.9 mm)
	ADF Length:	5.8 to 14 in. (147.3 to 356.0 mm)
	Scanner Glass Width:	Max. 8.5 in. (215.9 mm)
	Scanner Glass Length:	Max. 14.0 in. (355.6 mm)
Document Size (2-sided (Duplex))	ADF Width:	5.8 to 8.5 in. (147.3 to 215.9 mm)
	ADF Length:	5.8 to 14 in. (147.3 to 356.0 mm)

Print media

Paper Input	**Paper Tray**	
	■ Paper Type:	Plain Paper, Thin Paper or Recycled Paper
	■ Paper Size:	Letter, A4, B5 (ISO/JIS), A5, A5 (Long Edge), B6 (ISO), A6, Executive, Legal and Folio
	■ Paper Weight:	16 to 28 lb (60 to 105 g/m^2)
	■ Maximum Paper Tray Capacity:	Up to 250 sheets of 20 lb (80 g/m^2) Plain Paper
	Multi-purpose tray (MP tray)	
	■ Paper Type:	Envelope, Env. Thin, Env. Thick, Labels [1], Glossy Paper, Thin Paper, Thick Paper, Thicker Paper, Recycled Paper, Bond Paper or Plain Paper
	■ Paper Size:	Width: 2.75 to 8.5 in. (69.8 to 216 mm) Length: 4.57 to 16 in. (116.0 to 406.4 mm)
	■ Paper Weight:	16 to 43 lb (60 to 163 g/m^2)
	■ Maximum Paper Tray Capacity:	Up to 50 sheets of 20 lb (80 g/m^2) Plain Paper
	Paper Tray 2 (option)	
	■ Paper Type:	Plain Paper, Thin Paper or Recycled Paper
	■ Paper Size:	Letter, A4, B5 (ISO/JIS), A5, B6 (ISO), Executive, Legal and Folio
	■ Paper Weight:	16 to 28 lb (60 to 105 g/m^2)
	■ Maximum Paper Tray Capacity:	Up to 500 sheets of 20 lb (80 g/m^2) Plain Paper
Paper Output	**Face-Down Output Tray**	Up to 150 sheets (*face down* print delivery to the *Face down* output tray)
	Face-Up Output Tray	One sheet (*face up* print delivery to the *Face up* output tray)

Duplex Printing	■ Manual Duplex:	Yes
	■ Automatic Duplex:	Yes
	■ Paper Size (Automatic Duplex):	Letter, Legal and Folio
	■ Paper Weight (Automatic Duplex):	16 to 28 lb (60 to 105 g/m^2)
	■ Paper Type (Automatic Duplex):	Plain Paper, Thin Paper, Recycled Paper or Glossy Paper

[1] For labels, we recommend removing printed pages from the output paper tray immediately after they exit the machine to avoid the possibility of smudging.

Fax

Compatibility	ITU-T Super Group 3	
Modem Speed	Automatic Fallback:	33,600 bps
2-sided (Duplex) Print Receiving	Yes	
Automatic 2-sided (Duplex) Sending	Yes (from ADF)	
Scanning Width	Max. 8.2 in. (208 mm)	
Printing Width	Max. 8.2 in. (208 mm)	
Gray Scale	8 bit/256 levels	
Resolution	Horizontal:	203 dot/in. (8 dot/mm)
	Vertical	
	■ Standard:	98 line/in. (3.85 line/mm) (Mono)
		196 line/in. (7.7 line/mm) (Color)
	■ Fine:	196 line/in. (7.7 line/mm) (Mono)
		196 line/in. (7.7 line/mm) (Color)
	■ Photo:	196 line/in. (7.7 line/mm) (Mono)
	■ Superfine:	392 line/in. (15.4 line/mm) (Mono)
One Touch Dial	40 (20 × 2)	
Speed Dial	300 stations	
Groups	Up to 20	
Broadcasting	390 stations	
Automatic Redial	Yes, 1 time after 5 minutes	
Memory Transmission	Up to 500 [1] pages [2]	
Out of Paper Reception	Up to 500 [1] pages [2]	

[1] 'Pages' refers to the 'ITU-T Test Chart #1' (a typical business letter, Standard resolution, JBIG code). Specifications and printed materials are subject to change without prior notice.

[2] Black & White only

Copy

Color/Mono	Yes/Yes
Copy Width	Max. 8.3 in. (210 mm)
Automatic 2-sided (Duplex) Copy	Yes (from ADF)
Multiple Copies	Stacks or Sorts up to 99 pages
Reduce/Enlarge	25% to 400% (in increments of 1%)
Resolution	Up to 1200 × 600 dpi
First Copy Out Time (Monochrome)	Less than 19 seconds (from Ready mode and standard tray)
First Copy Out Time (Color)	Less than 21 seconds (from Ready mode and standard tray)

Scanner

Color/Mono	Yes/Yes
TWAIN Compliant	Yes (Windows® 2000 Professional/Windows® XP/ Windows® XP Professional x64 Edition/Windows Vista®/ Windows® 7) Mac OS X 10.4.11 – 10.6.x [1]
WIA Compliant	Yes (Windows® XP/Windows Vista®/Windows® 7)
ICA Compliant	Yes (Mac OS X 10.6.x)
Color Depth	48 bit internal / 24 bit external color
Resolution	Up to 19200 × 19200 dpi (interpolated) [2] Up to 1200 × 2400 dpi (optical) (from Scanner Glass) Up to 1200 × 600 dpi (optical) (from ADF)
Scanning Width	Max. 8.3 in. (210 mm)
Automatic 2-sided (Duplex) Scanning	Yes (from ADF)
Gray Scale	256 levels

[1] For the latest driver updates for the Mac OS X you are using, visit us at http://solutions.brother.com/.

[2] Maximum 1200 × 1200 dpi scanning with the WIA driver in Windows® XP, Windows Vista® and Windows® 7 (resolution up to 19200 × 19200 dpi can be chosen by using the scanner utility)

Printer

Automatic 2-sided (Duplex) Print	Yes
Emulations	PCL6, BR-Script3 (PostScript® 3™)
Resolution	600 dpi × 600 dpi, 2400 dpi (2400 × 600) quality
Print Speed (Monochrome Duplex)	Up to 14 sides/minute (7 sheets/minute) (Letter size) [1]
Print Speed (Color Duplex)	Up to 14 sides/minute (7 sheets/minute) (Letter size) [1]
Print Speed (Monochrome)	Up to 30 pages/minute (Letter size) [1]
Print Speed (Color)	Up to 30 pages/minute (Letter size) [1]
First Print Out Time (Monochrome)	Less than 16 seconds (from Ready mode and standard tray)
First Print Out Time (Color)	Less than 16 seconds (from Ready mode and standard tray)

[1] The print speed may vary depending on the type of document you print.

Interfaces

USB	It is recommended you use a USB 2.0 cable (Type A/B) that is no more than 6 feet (2 meters) long. [1] [2]
Ethernet [3]	Use an Ethernet UTP cable category 5 or greater.
Wireless LAN [3]	IEEE 802.11 b/g (Infrastructure / Ad-hoc Mode)

[1] Your machine has a Hi-Speed USB 2.0 interface. The machine can also be connected to a computer that has a USB 1.1 interface.

[2] Third party USB ports are not supported.

[3] See *Network (LAN)* on page 192 and the Network User's Guide for detailed network specifications.

Direct Print feature

Compatibility	PDF version 1.7 [1], JPEG, Exif + JPEG, PRN (created by Brother printer driver), TIFF (scanned by all Brother MFC or DCP models), PostScript® 3™ (created by Brother BR-Script 3 printer driver), XPS version 1.0.
Interface	USB direct interface

[1] PDF data including a JBIG2 image file, a JPEG2000 image file or a transparency file is not supported.

Scan to USB feature

File formats	Black and white
	TIFF, PDF, PDF/A, Secure PDF, Signed PDF
	Color and Gray document
	JPEG, PDF, PDF/A, Secure PDF, Signed PDF, XPS

Computer requirements

Minimum System Requirements and Supported PC Software Functions								
Computer Platform & Operating System Version		**Processor Minimum Speed**	**Minimum RAM**	**Recommended RAM**	**Hard Disk Space to install**		**Supported PC Software Functions**	**Supported PC Interface [3]**
					For Drivers	**For Applications**		
Windows® Operating System [1]	Windows® 2000 Professional [5]	Intel® Pentium® II or equivalent	64 MB	256 MB	150 MB	500 MB	Printing, PC-Fax [4], Scanning	USB, 10/100 Base Tx (Ethernet), Wireless 802.11 b/g
	Windows® XP Home [2 6] Windows® XP Professional [2 6]		128 MB					
	Windows® XP Professional x64 Edition [2 6]	64-bit (Intel®64 or AMD64) supported CPU	256 MB	512 MB				
	Windows Vista® [2 6]	Intel® Pentium® 4 or equivalent 64-bit (Intel®64 or AMD64) supported CPU	512 MB	1 GB	500 MB	1.2 GB		
	Windows® 7 [2 6]	Intel® Pentium® 4 or equivalent 64-bit (Intel®64 or AMD64) supported CPU	1 GB (32-bit) 2 GB (64-bit)	1 GB (32-bit) 2 GB (64-bit)	650 MB			

D

Minimum System Requirements and Supported PC Software Functions								
Computer Platform & Operating System Version		**Processor Minimum Speed**	**Minimum RAM**	**Recommended RAM**	**Hard Disk Space to install**		**Supported PC Software Functions**	**Supported PC Interface [3]**
					For Drivers	**For Applications**		
	Windows Server® 2003 (print only via network)	Intel® Pentium® III or equivalent	256 MB	512 MB	50 MB	N/A	Printing	10/100 Base Tx (Ethernet), Wireless 802.11 b/g
	Windows Server® 2003 x64 Edition (print only via network)	64-bit (Intel®64 or AMD64) supported CPU						
	Windows Server® 2008 (print only via network)	Intel® Pentium® 4 or equivalent 64-bit (Intel®64 or AMD64) supported CPU	512 MB	2 GB				
	Windows Server® 2008 R2 (print only via network)	64-bit (Intel®64 or AMD64) supported CPU						
Macintosh Operating System	Mac OS X 10.4.11 10.5.x	PowerPC® G4/G5 Intel® Core™ Processor	512 MB	1 GB	80 MB	400 MB	Printing, PC-Fax Send [4], Scanning	USB, 10/100 Base Tx (Ethernet), Wireless 802.11 b/g
	Mac OS X 10.6.x	Intel® Core™ Processor	1 GB	2 GB				

1 Internet Explorer® 6.0 or greater.

2 For WIA, 1200 x 1200 resolution. Brother Scanner Utility enables to enhance up to 19200 x 19200 dpi.

3 Third party USB ports are not supported.

4 PC-Fax supports black and white only. (Letter/A4 size)

5 PaperPort™ 11SE supports Microsoft® SP4 or higher for Windows® 2000. (Available from the Internet)

6 PaperPort™ 12SE supports Microsoft® SP3 or higher for Windows® XP and SP2 or higher for Windows Vista® and Windows® 7.

For the latest driver updates, visit http://solutions.brother.com/.

All trademarks, brand and product names are property of their respective companies.

Consumable items

Toner Cartridge Life	Starter Toner Cartridge:	
	Black	Approx. 2,500 pages (Letter or A4) [1]
	Cyan, Magenta, Yellow	Approx. 1,500 pages (Letter or A4) [1]
	Standard Toner Cartridge:	
	TN-310BK (Black):	Approx. 2,500 pages (Letter or A4) [1]
	TN-310C (Cyan):	Approx. 1,500 pages (Letter or A4) [1]
	TN-310M (Magenta):	Approx. 1,500 pages (Letter or A4) [1]
	TN-310Y (Yellow):	Approx. 1,500 pages (Letter or A4) [1]
	High Capacity Toner Cartridge:	
	TN-315BK (Black):	Approx. 6,000 pages (Letter or A4) [1]
	TN-315C (Cyan):	Approx. 3,500 pages (Letter or A4) [1]
	TN-315M (Magenta):	Approx. 3,500 pages (Letter or A4) [1]
	TN-315Y (Yellow):	Approx. 3,500 pages (Letter or A4) [1]
Drum Unit	DR-310CL	Approx. 25,000 pages (Letter or A4) [2]
Belt Unit	BU-300CL	Approx. 50,000 pages (Letter or A4) [3]
Waste Toner Box	WT-300CL	Approx. 50,000 pages (Letter or A4) [3]

1 Approx. cartridge yield is declared in accordance with ISO/IEC 19798.

2 Drum yield is approximate, and may vary by type of use.

3 Approx. yield is based on Letter or A4 single-sided pages.

Network (LAN)

Note

For details about the full Network specifications, see *Network User's Guide*.

LAN	You can connect your machine to a network for Network Printing, Network Scanning, PC-Fax Send, PC-Fax Receive (Windows® only) and Remote Setup [1]. Also included is Brother BRAdmin Light [2] Network Management software.	
Security Protocols		
■ **Wired**	APOP, POP before SMTP, SMTP-AUTH, SSL/TLS (IPPS, HTTPS, SMTP, POP), SNMP v3, 802.1x (EAP-MD5, EAP-FAST, PEAP, EAP-TLS, EAP-TTLS), Kerberos	
■ **Wireless**	APOP, POP before SMTP, SMTP-AUTH, SSL/TLS (IPPS, HTTPS, SMTP, POP), SNMP v3	
Wireless Network Security	WEP 64/128 bit, WPA-PSK (TKIP/AES), WPA2-PSK (AES), 802.1x (LEAP, EAP-FAST, PEAP, EAP-TLS, EAP-TTLS)	
Wireless Network Setup Support Utility	**AOSS™**	Yes
	WPS	Yes

1 See *Computer requirements* on page 189.

2 BRAdmin Professional and Web BRAdmin are available as a download from http://solutions.brother.com/.

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EQUIPMENT ATTACHMENT LIMITATIONS
(Canada only)

NOTICE

This product meets the applicable Industry Canada technical specifications.

NOTICE

The Ringer Equivalence Number is an indication of the maximum number of devices allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all the devices does not exceed five.

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